



CHAMBER OF COMMERCE
AND INDUSTRY
WESTERN AUSTRALIA

www.cciwa.com



CCI Service Guide
2007

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Backing Business

CCI EXISTS TO SERVE ITS MEMBERS BY:

- providing quality cost-effective support and services to help you build your business
- lobbying government to promote an economic and legislative environment that encourages the growth of business and industry



*Promoting
and supporting
business, big and small*

CCI is a private, not-for-profit business organisation - the largest of its kind in Western Australia, and one of the most influential and respected chambers of commerce in the country.

Our 100 year history has established us as the undisputed voice of private enterprise in WA and we exist to assist our members in running a profitable and efficient business.

With approximately 5000 members, both large and small across all industries, CCI is a credible and influential force in the push for a strong, competitive economy.

CCI provides a one-stop-shop for any type of help or advice on managing, building or maintaining a business, regardless of size or sector.

For more information on CCI's role or the services on offer, please contact CCI Member Services on 9365 7455 or email: membership@cciwa.com.

Membership

Tel: (08) 9365 7455

E-mail: membership@cciwa.com

At CCI, it's our job to help you run an efficient and successful business.

CCI members have access to information and services on a range of issues such as employee relations & HR, workplace safety and workers' compensation, apprenticeships and traineeships, legal representation, business visas and skilled migration, training and development, e-commerce and website design, importing, exporting, industry development and more.

We also represent your business at a state and federal level on a range of business issues, ensuring the voice of business big and small is heard and considered when formulating new laws and regulations likely to impact your industry.

Members also have access to a number of promotional opportunities through CCI including free, automatic inclusion in our online business directory, the *CCI Business Finder*, and a number of advertising and sponsorship options at various CCI business briefings and events throughout the year.

Members are each assigned a personal Membership Account Manager who is familiar with their particular industry and the challenges they face, and able to deal with enquiries in a friendly and efficient manner.

Affiliations/Associations

CCI is proud to partner with a number of business associations and chambers in providing joint membership opportunities for businesses in specific industries or cross-regional locations.

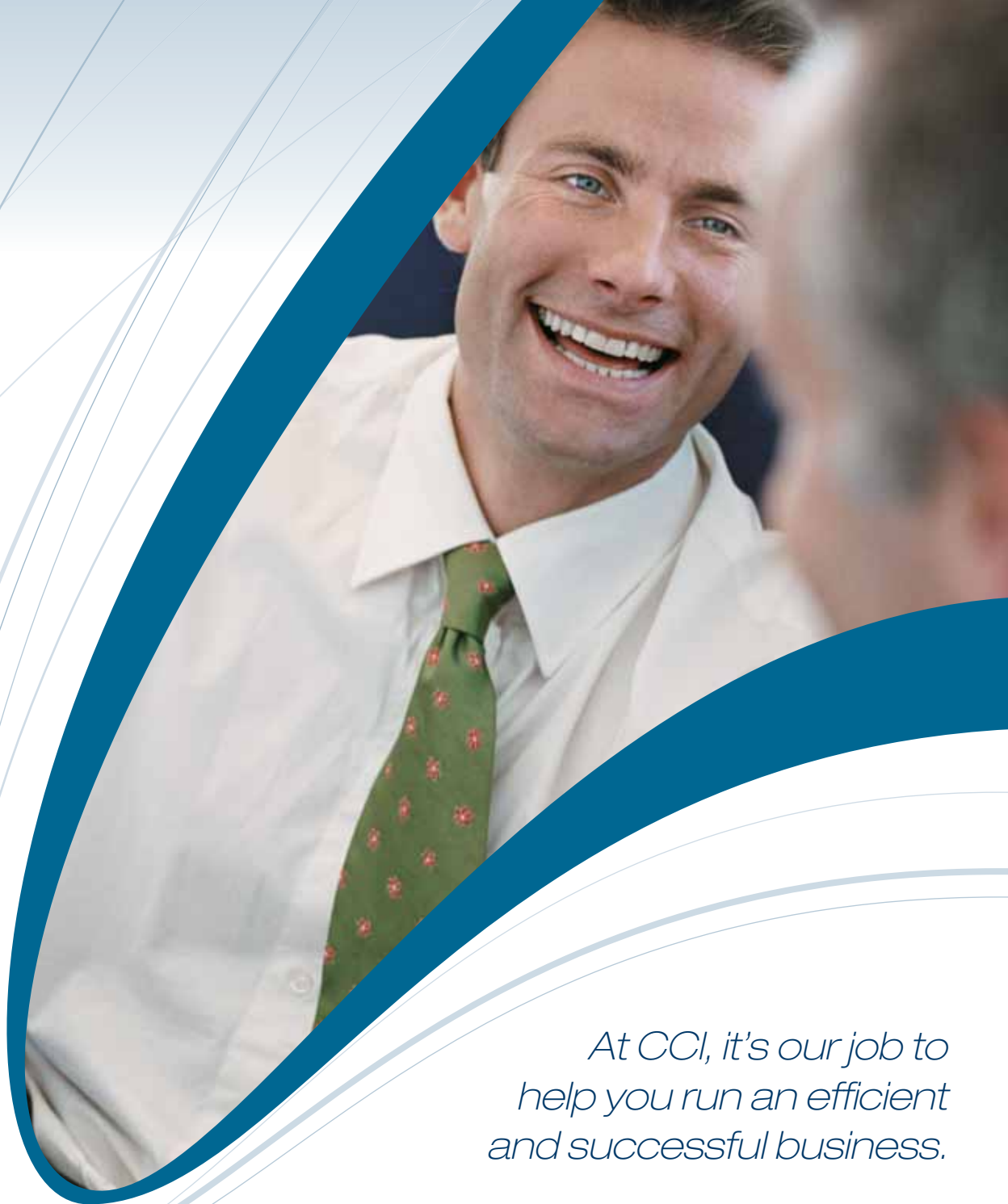
Our current member affiliations include:

- Mid West Chamber of Commerce
- Wine Industry Association of WA
- REEFWA (Real Estate Employers Federation of WA)
- Retail Traders' Association
- Australian Industry Group
- Australian Chamber of Commerce and Industry
- Hardware Association of WA

A great investment for business big and small

This guide details the range of services to which members have exclusive or discounted access, many of which are included as part of the membership fee.

If you'd like to learn more about what's on offer, or how to get the most out of your membership dollar, simply contact your Account Manager or CCI Member Services on 08 9365 7455 or email membership@cciwa.com.



*At CCI, it's our job to
help you run an efficient
and successful business.*

Employee Relations

MEMBER BENEFITS:

- unlimited telephone advice on all HR and employee relations issues (included as part of the Member Plus package)
- discounted rates on professional employee relations consultancy for help with employment contracts, HR policies, union negotiations, workplace agreements, legal advice and more
- exclusive access to a range of free and subsidised employee relations information sheets, handbooks and guides available in hard copy and online

CCI's team of professional advisers and consultants offer help and advice on all manner of HR and employee relations issues. Whether you need a quick wage rate over the phone, a detailed employee relations strategy or help with writing an employment contract, CCI's Employee Relations team is your convenient, one-stop-shop.

Business Advice Centre & IR Services

Tel: (08) 9365 7660

E-mail: advice@cciwa.com

CCI's Business Advice Centre is your first port of call for information and advice on all manner of HR and employee relations issues.

Call, fax or email today for help with any of the following:

- implementing the new WorkChoices legislation
- unfair dismissal and unlawful termination
- redundancy
- sexual harassment, discrimination and equal opportunity
- help with interpreting industrial awards
- wages and conditions
- union right of entry
- recruitment and inductions
- performance management
- superannuation
- leave entitlements
- employment contracts – full-time, part-time, contractor or casual
- drug and alcohol policies
- privacy legislation and personal information

CCI Training Services

Tel: (08) 9365 7500

E-mail: training@cciwa.com

Members have access to a range of discounted training courses and seminars through one of WA's most respected and credible providers of HR and employee relations training.

Our programs include courses on award interpretation, employment law, recruitment and termination and discrimination conducted at our modern East Perth facilities, or a location of your choice. Customised training solutions and a range of executive education and management programs are also on offer.

Policy & Representation

Tel: (08) 9365 7599

E-mail: advice@cciwa.com

As part of our role to represent the business view at a state and national level CCI's Employee Relations Committee meets on a regular basis to discuss relevant issues such as proposals for new legislation and its likely impact on CCI members.

The Committee develops policy submissions on significant issues such as the new WorkChoices legislation or wide-spread industrial action and proposes appropriate responses to the CCI Board. It comprises representatives from CCI's overall membership base and ensures that CCI plays a major role in influencing government debate.

Employee Relations Consulting

Tel: (08) 9365 7638

E-mail: advice@cciwa.com

CCI's team of experienced Employee Relations consultants provide professional, customised help and advice on a range of HR and employee relations issues for businesses of any size or industry including:

- developing and implementing tailored employment contracts and HR policies
- negotiating, developing and registering workplace/enterprise agreements
- restructuring and outsourcing
- developing and implementing customised employee relations strategies
- on and off-site management and training programs
- representation in industrial tribunals
- union claims, industrial disputes and negotiations
- representation in industry-based award applications or variations
- help with understanding 'transmission of business' issues

Our consultants work both locally and off-site in overseeing the development and delivery of various employee relations strategies and services at some of WA's biggest resource development projects.

They also work closely with small to medium local businesses in developing employment contracts, negotiating agreements and implementing HR policies.

With qualified and experienced advisors working across each major industry, you can be sure we understand the challenges facing your business and how to make the current employee relations legislation work for you.



CCI's Employee Relations team is your convenient, one-stop-shop

Employee Relations

MEMBER BENEFITS:

- exclusive access to CCI's industrial award service which includes an update service, collective representation against union claims and telephone advice via the Business Advice Centre
- discounted rates on a range of employee relations training courses and business briefings
- collective representation in state and federal lobbying activities on the new WorkChoices legislation and other ER policy issues

Information Services

Tel: (08) 9365 7660

E-mail: advice@cciwa.com

CCI produces a range of information services to help businesses of all sizes and sectors to comply with relevant workplace laws. For more information on any of these services please visit the CCI website at www.cciwa.com (which also includes online registration and payment facilities) or contact the Business Advice Centre on 08 9365 7660.

Information Sheets

CCI's range of information sheets are available free to members via the CCI website or by contacting the Business Advice Centre. They cover a range of frequently asked questions relating to employee relations issues.

Industrial Awards

CCI's award service includes regular updates and an easy-reference wage guide. The service is backed by expert advice through the Business Advice Centre and available in both hard copy and online to CCI members only at \$65.00pa (inc GST).

CCI Recruitment and Termination Guide

This guide provides practical advice on how to manage every facet of the employment relationship from recruitment through to termination. Available in hard copy and online to CCI members only at \$80.00 pa (inc GST) which includes regular updates.

CCI Employment Forms Guide

This guide includes standard, ready-to-use employment forms for managing staff including employment contracts, HR policies, written warnings, payroll processes and more. Available in hard copy and online to CCI members only at \$80.00 pa (inc GST) which includes regular updates.

Federal Law Guide – understanding WorkChoices

This guide explains the application of the new WorkChoices legislation and includes regular updates. It is available in hard copy to CCI members only at \$80.00pa (inc GST) and backed by expert advice through CCI's Business Advice Centre.

Minimum Conditions of Employment Guide

Contains a complete copy of the WA Minimum Conditions legislation along with helpful guidance notes explaining its application. It is available in hard copy to CCI members only at \$80.00pa (inc GST).

HR Link

Faxed or e-mailed to subscribers, *HR Link* provides timely, concise updates on current employee relations and HR issues, including the new WorkChoices legislation. Also available online at only \$364.00pa for members (inc GST) and \$710.00pa for non-members (inc GST).



*CCI's award service
includes regular updates and
an easy-reference wage guide.*

News & Information

Tel: (08) 9365 7691

MEMBER BENEFITS:

- exclusive access to a range of free and heavily discounted business publications, information sheets, handbooks and guides available in hard copy and on the CCI website
- customised news delivery service via e-mail – members can tailor a news profile to their particular interests
- complimentary copy of *Business Pulse*, CCI's monthly, member-only business magazine
- free access to CCI's comprehensive business library

CCI is committed to keeping members up to date with the latest news and information through our interactive website, news updates and publications. Many of these services are included as part of the membership fee, while others are available at heavily discounted rates.

CCI Website – www.cciwa.com

The CCI website gives members exclusive access to the latest news and information on important business issues and a helpful selection of online services including:

- a directory of local and interstate businesses
- updates on employment issues like the new WorkChoices legislation, unfair dismissal laws, sexual harassment, superannuation, contracts and employee entitlements
- economic updates and trends
- the complete version of all our serviced state and federal industrial awards and wage schedules (available to subscribers only)
- information on workers' comp and a range of OSH issues
- calendar of CCI training courses and events along with secure, online registration and payment facilities
- business visa and migration services
- importing, exporting and international buy and sell offers
- advice on a range of apprenticeship and traineeship options
- access to all CCI's member-only newsletters
- specialist retail information on issues like commercial tenancy, trading hours, loss prevention, warranties, refunds and recent sales figures
- updates on major resource projects, environmental matters and industry development issues

- help with creating and hosting a corporate website

Every member is assigned a unique password for website access. Contact CCI Member Services on 9365 7455 for more information or help with accessing the site.

Customised news service

CCI members can tailor a free e-mail news service to their specific interests via the CCI website at www.cciwa.com.

Members are invited to tailor a news service from a cross-section of CCI newsletters, business updates, reports and summaries. Topics include employee relations and HR, workers' comp, OSH, resources and energy, economic updates, retail trading, apprenticeships and traineeships, business training and seminars, e-commerce and information technology, international trade, building and construction and CCI policy and lobbying activities.

The service is available exclusively to CCI members.

Newsletters

CCI produces a range of industry-specific newsletters available in both electronic and hard copy, some of which are included as part of the membership fee, while others are available at a substantial discount.

Each newsletter provides a monthly update on relevant developments in sectors such as retail, manufacturing, construction, trade, resources and energy, apprenticeships, traineeships and more. Visit www.cciwa.com for more information.

Information Sheets

Members have exclusive access to a range of free information sheets via the CCI website at www.cciwa.com or by contacting the Business Advice Centre on 9365 7660. They cover a range of frequently asked questions relating to employee relations, HR, workers' comp and OSH issues.

Business Pulse

Every member receives a complimentary copy of *Business Pulse* magazine, which is published monthly and covers a range of topical business and employment issues. It also reports CCI's major policy and lobbying activities. Members have exclusive access to *Business Pulse* via the CCI website, which includes a searchable database of article archives.

Handbooks & Guides

CCI produces a range of practical handbooks and guides on key employee relations and OSH issues.

The guides include an annual update service to ensure you're kept informed of important developments and two of our most popular HR publications– the *Recruitment & Termination Guide* and the *Employment Forms Guide* – are both available to subscribers via the CCI website. Visit the online publications catalogue at www.cciwa.com to order or for more information

Library Services

The CCI library provides members with free access to more than 30,000 business-related books, reports, newspapers, journals, magazines and newsletters. Contact CCI's Librarian on 9365 7586 for details.



*exclusive access to the
latest news and information
on topical business issues*

Economics

Tel: (08) 9365 7654

E-mail: economics@cciwa.com

MEMBER BENEFITS:

- exclusive access to a range of free and discounted economic information services via the member-only section of the CCI website
- free access to a regular economic update service via e-mail
- discounted rates for economic consultancy services

Information Services WA Economic Compass

WA Economic Compass provides the latest information and analysis on key economic trends and issues. This comprehensive, web-based service comprises a number of detailed economic publications, including:

- Economic Outlook – a quarterly forward-looking analysis of the state, national and international economies, including economic forecasts on key economic indicators
- Industry Updates – a quarterly analysis of key WA industry sectors
- Economic Alerts – detailed analysis of topical issues, issued three times per year

Cost

Members: \$400.00pa (including GST)

Non-members: \$600.00pa (including GST)

Note: each publication is available for individual purchase.

For more information or to subscribe online, visit www.cciwa.com.

Economic Trends

Free to CCI members, *Economic Trends* provides regular and timely e-mail updates with the latest data and commentary on 32 key indicators relating to the labour market, income and consumption, finance, prices, construction activity, trade, national accounts and international economies.

Cost

Members: Free

Non-members: \$55.00pa (including GST)

Survey of WA Business Expectations

This quarterly survey is the most comprehensive of its kind in WA, covering businesses of all sizes and sectors across the state. It provides a snapshot of current business opinion and expectations on a range of topical issues.

Cost

Members: Free

Non-members: Free

Consultancy Services

CCI Economics professional consulting services include research, analysis and advice on a range of economic, industry and policy related issues. The service is available to business of all sizes and sectors, and available at a heavily discounted rates for members.



*professional consulting
services include
research, analysis and advice*

Legal

Tel: (08) 9365 7799

E-mail: ccilegal@cciwa.com

MEMBER BENEFITS:

- initial consultation covered as part of the membership fee
- discounted rates on legal representation and advice
- exclusive access to a range of free legal updates and information via CCI's various information services and website
- discounted and/or fully subsidised admission to various legal seminars and briefings

CCI Legal provides quality, cost-effective legal representation and advice on a range of business and employee relations matters, for businesses of any size or industry.

Our team of qualified barristers and solicitors has advised and represented hundreds of business owners and employers at every stage of the legal process in the state and federal commissions, courts, tribunals and hearings on all manner of business-related issues.

Backed by CCI, WA's biggest and most influential business organisation, we are committed to protecting the legal rights of business owners and employers. Our focus is on fast, effective resolution, and ensuring that clients are kept informed throughout the entire process, which helps reduce the stress and frustration often associated with legal action.

We aim to limit the impact of disputes and legal action with a sensible non-litigation approach to resolution whenever possible, with litigation as a last resort. This practical, client-focused approach often equates to less time and money invested by clients and a more satisfying resolution all round.

This quality, customer-focused service is readily available to members and just a phone call away. The initial consultation is included as part of the membership fee if you elect not to proceed, with written advice and representation available at discounted rates.

Our lawyers are available by phone, e-mail or appointment for legal advice and assistance on issues including:

- contractual and commercial disputes
- property and leasing (commercial/industrial/retail/farm)
- Corporations Act
- Trade Practices Act
- employment and industrial relations law
- unfair dismissals and unlawful termination
- contracts of employment and contractual benefits claims
- redundancies
- equal opportunity and discrimination
- insurance (inc. workers' compensation) law
- debt collection
- advice and preparation of commercial and other agreements
- mortgages, charges and other security documentation



*we are committed to
protecting the legal rights of
business owners and employers*

Training Services

Tel: (08) 9365 7500

E-mail: training@cciwa.com

MEMBER BENEFITS:

- substantial discounts off the regular fee for training courses, seminars and workshops
- access to a range of information on the latest training developments via *Business Pulse* – CCI's member-only magazine and regular online updates
- special rates for customised training programs and in-house training delivery

CCI Training Services has built a solid reputation for providing industry-driven, quality training for businesses of all sizes and industries throughout WA.

From two-hour updates on the latest workplace relations legislation to intensive five-day programs on cutting-edge management techniques, CCI Training Services offers a range of practical learning opportunities to help improve your employees' performance and business efficiency.

Our professional trainers are highly qualified and focused on attending to the individual needs of each customer.

CCI training courses are designed with practical workplace application in mind, covering the following areas:

- human resources and employee relations
- occupational health & safety
- workers' compensation and injury management
- frontline management and professional development
- international trade
- training and assessment techniques
- small business
- executive education

A comprehensive calendar of CCI's Business Training Services is available at the back of this guide or via the website at: www.cciwa.com.

Simply call our Training Hotline on 9365 7500 for more information.

Customised Training solutions

In addition to our regular schedule of courses and workshops, CCI Training Services can tailor a program to suit your particular business, delivered at a convenient time and location of your choice.

We understand that every business is different and a one-size-fits-all approach to training is impractical. We can tailor a program to suit your specific needs and the individual tasks, responsibilities and skill levels of your employees.

Customised courses and workshops offer an affordable and flexible option, ideal for small or large groups.

For more information on how we can assist your business please call 9365 7500 or e-mail: training@cciwa.com.

A photograph of a man in a classroom or training environment, looking up and to the side with his hand raised. The image is framed by a large, stylized blue and white graphic element that resembles a thick, curved line or a stylized 'C' shape. The background is a light blue gradient.

*providing
industry-driven, quality
training for businesses of all sizes*

Networking & Events

Tel: (08) 9365 7500

E-mail: events@cciwa.com

MEMBER BENEFITS:

- substantial discounts off the regular fee for special member events including business briefings, corporate dinners and sundowners
- access to a range of information on the latest networking news and information via *Business Pulse* – CCI's member-only magazine and regular website updates
- access to a range of exclusive sponsorship opportunities at various CCI events
- exclusive opportunities to host various business sundowners and briefings

CCI provides a range of opportunities throughout the year for members to make new contacts and keep up-to-date with topical business issues.

Seminars, Conferences and Workshops

As part of our commitment to keeping members informed of critical business issues CCI offers a range of workshops, conferences and seminars on topics such as:

- how changes to industrial relations laws, like the new WorkChoices legislation, will affect your business
- workers' compensation legislation – proposed changes and tips on how to make the most of the current system
- cutting edge leadership and management techniques and practices
- HR hotspots such as sexual harassment, unfair dismissal and drug and alcohol policies
- new ideas in sales and marketing
- occupational safety and health – new laws and regulations
- economic forecasts and trends
- importing and exporting – exciting new markets and developments in international commerce
- environmental regulations

Networking Opportunities

CCI is also committed to providing a range of relaxed networking opportunities for members including:

- business sundowners and member open nights
- sporting tournaments such as the annual Charity Golf Day
- corporate dinners such as the annual Construction Industry Dinner which brings together more than 800 representatives from this dynamic sector
- North West Resources Tour – an insightful five-day tour of some of WA's biggest and most successful resource development projects
- Great Southern & Outback Resources Tour – a four-day tour focusing on many of WA's new and developing resource projects throughout the region

For more information and regular updates on CCI's range of networking events, check the CCI website at www.cciwa.com, which also offers secure online registration and payment facilities for CCI training courses, events, seminars and briefings.



*make new contacts
and keep up-to-date
with topical business issues*

E-Commerce

Tel: (08) 9365 7691

E-mail: info@cciwa.com

MEMBER BENEFITS:

- discounted rate on corporate web builder packages
- free access to CCI's e-commerce advisory service

CCI offers a range of e-commerce services to help businesses of all sizes and sectors to promote their services online.

E-commerce Advisory Service

CCI members can submit written enquiries on a range of e-commerce and web-related issues via the CCI website.

This enquiry service is available exclusively to members and provides practical advice on a range of web-related issues including:

- domain name registration and delegation
- search engine registration and optimisation
- content Management Systems and their application
- SPAM legislation and permission marketing
- website design and online applications
- hosting and server maintenance
- website security
- online purchasing and payment facilities

Questions that require 10 minutes or less to answer will receive a response within 48 hours of submission and free of charge.

Questions that require more than 10 minutes to address may incur a fee, however, the member will be contacted for confirmation prior to any chargeable work commencing. Simply log in to submit a question at www.cciwa.com/question

CCI Web Builder

CCI's Web Builder service is designed to help businesses of all sizes and sectors to develop an efficient and cost-effective website which includes a comprehensive range of services for one low, fixed price:

- annual hosting, maintenance and licensing fees
- domain name registration
- five company-branded e-mail addresses
- help desk support
- unlimited site size – ie no limit on the number of pages or menu items
- the freedom to update your site as often as you like via an in-built Content Management System which means you don't require any special programming skills or knowledge
- the backing and support of WA's biggest business organisation - CCI

The service is available to CCI members at a substantial discounts off the regular price and includes two options:

CCI Web Lite is based on a template model where you're free to choose from a selection of website templates which can be customised to reflect your business's corporate image. You won't be hit with any unexpected maintenance or development charges, and you'll be able to amend content as often as you like, at a time that suits you, without incurring any additional fees and charges.

It's a great option for businesses that have yet to develop an online presence and are unsure of whether or not a website will be of benefit. It's an ideal way to test the waters without having to invest thousands of dollars in website design.

The CCI Web Lite package also includes provision for domain name registration and five company-branded e-mail addresses.

Total annual base rate

CCI members **\$1397.00** inc GST

Non-members **\$1793.00** inc GST

(domain name registration & e-mail addresses are charged separately).

CCI Web Professional offers a totally custom-designed web development service, where your site is designed from scratch and built to suit your specific business needs.

You'll have the opportunity to meet with a web design professional in person to discuss your specific business requirements and to explain what you'd like your site to include and how you'd like it to look and function.

The result will be a custom-designed web solution, tailored to your specific needs, with all the extras for a fixed annual price.

Total annual base rate

CCI members **\$5016.00** inc GST

Non-members **\$6072.00** inc GST

(domain name registration & e-mail addresses are charged separately).



*help businesses of
all sizes and sectors to
promote their services online*

Marketing & Promotion

Tel: (08) 9365 7536

E-mail: info@cciwa.com

MEMBER BENEFITS:

- access to a range of discounted advertising opportunities
- high profile sponsorship opportunities at various CCI events along with co-branding opportunities on assorted CCI publications
- state-wide exposure through *Member Profile* features in *Business Pulse*
- free standard entry in CCI's online business directory
- discounted rate on corporate web builder packages

CCI offers a range of services to help build and promote your business.

From corporate sponsorship to online advertising, editorial features and directory listings, we offer a number of marketing opportunities, some of which are available exclusively to CCI members, while others are available at substantial discounts.

Advertising Opportunities

CCI members have access to a range of discounted advertising opportunities through CCI's business magazines, directories, newsletters and website.

The CCI website averages more than 2000 individual visits a day, while our member magazine, *Business Pulse*, is directly distributed to more than 5500 local businesses each month with a circulation of around 20,000 per issue. You can also choose from a range of publications each targeting different industry sectors with a variety of ad sizes and options available.

Contact Glenn Cocks on 9365 7503 or e-mail glenn.cocks@cciwa.com for more information.

Sponsorship opportunities

CCI provides a range of corporate sponsorship opportunities for members throughout the year at various high profile events such as our annual Construction Industry Dinner, Member Golf Day, North West Resources Tour and more.

Whether you're targeting small business, large corporations or a specific industry sector, CCI can deliver your brand to key decision makers across the State through our varied sponsorship program.

Contact CCI's Marketing Coordinator, Nicola Donald on 9365 7536 or e-mail: sponsorship@cciwa.com for more information.

Online Business Directory

Every member is entitled to a free standard entry in the CCI Business Finder – an online directory of local and interstate businesses located at www.ccibusinessfinder.com.

The standard entry includes the business contact details, web address, up to three industry classifications, relevant keywords and company description.

For an additional fee of \$10.00 per month (plus 10% GST), members have the option of taking out a premium directory listing which allows inclusion of detailed product information, logos, photos and general information about the business.

Entry in the CCI Business Finder is available exclusively to CCI members.

Once added to the CCI Business Finder directory, members can log in and amend their entry as and when they please via their existing CCI member login code.

Telephone 9365 7691 or e-mail info@cciwa.com for details.

Member profiles and editorial contributions

CCI members are welcome to submit editorial contributions for possible publication in our various newsletters and magazines including *Business Pulse* and *Eye on Enterprise*.

If your business has won an award, pioneered a new product, expanded into new and exciting markets or achieved anything of particular note, we'd like to hear about it.

You may also like to consider becoming a regular contributor to our bi-weekly update service. If you're an expert in your field or feel that you've got some great advice and business tips to share with your fellow CCI members, please contact CCI's Communications Coordinator, Sarah Golden, on 9365 7557 or e-mail sarah.golden@cciwa.com to discuss the opportunities.



*we offer a
number of marketing
opportunities, including a free
entry in our Business Directory*

Occupational Safety & Health

Tel: (08) 9365 7500

E-mail: osh@cciwa.com

MEMBER BENEFITS:

- free telephone advice on standard workplace health and safety issues
- discounted rates on professional OSH consultancy
- exclusive access to a range of free and subsidised OSH information sheets, handbooks and guides
- discounted rates on OSH training courses and business briefings.
- collective representation in state and federal lobbying activities

CCI has been helping employers manage workplace health, safety and workers' compensation for nearly 20 years and knows more about the system and its associated legislation than any group in WA.

Help and advice is available across a range of areas:

- developing customised OSH management systems and policies meeting the requirements of WorkSafe WA, the Department of Industry and Resources and relevant Australian Standards
- workers' compensation – claims management, return-to-work strategies, injury management, independent audits and tips on how to reduce your premiums, dispute representation and direct liaison with doctors, insurers and WorkCover WA
- self insurance – procurement, claims administration and help with reporting obligations
- hazard identification and risk reduction strategies
- workplace inspections and audits
- job safety analysis
- dangerous goods management
- monitoring contractor safety
- improvement or prohibition notices and representation on WorkSafe WA notice appeals
- ergonomic assessments
- investigating accidents and near miss incidents
- measuring noise exposure and lighting assessments
- infectious disease control strategies
- manual handling assessments and training
- fatigue management plans
- establishing effective risk management programs in accordance with state legislation

CCI Training Services

Tel: (08) 9365 7500

E-mail: training@cciwa.com

Members have access to a range of discounted training programs through CCI Training Services, one of WA's most respected providers of OSH-related training in WA. Courses include OSH legislation and management systems, manual handling, risk assessment, the role of the Safety Committee, specialized training for nominated safety representatives, job safety analysis and improvement notices. Delivery is available at our modern East Perth facilities or location of your choice.

Information Services

Tel: (08) 9365 7415

E-mail: osh@cciwa.com

In addition to the range of OSH articles and updates published regularly in CCI's Business Pulse magazine, newsletters and via the website, the following information services are also available.

Information Sheets

Covering a range of frequently asked questions relating to OSH, these information sheets are free to members, and available online or by contacting the Business Advice Centre.

Handbooks & Manuals

CCI's OSH manuals are designed to help your organisation minimise accidents by communicating a clear safety message to staff. They also provide a base for lower workers' compensation, and include consolidated versions of relevant legislation, practical explanations and step-by-step guides to effective management of workplace safety.

Workers' Compensation and Injury Management Manual

Provides a step-by-step guide to effective management and of claims and injury to help promote the timely and successful return to work of injured employees.

OSH Handbook

Includes consolidated versions of the OSH Act and Regulations along with practical explanations of critical OSH issues.

OSH Procedures Manual

Provides many of the tools you need to meet workplace safety requirements including standard forms, checklists and reports. The Manual can be customised to specific business need.

Costs are available on request.

Policy & Representation

Tel: (08) 9365 7591

E-mail: anne.bellamy@cciwa.com

CCI's OSH and Worker's Compensation Committee meets on a regular basis to discuss relevant issues such as proposals for new and amended legislation and its likely impact on CCI members.

The Committee develops policy submissions on significant issues such as the State Government's plans to review the current workers' compensation system, and proposes appropriate responses to CCI's General Council.

CCI is also well represented on a range of state and federal OSH advisory councils and committees, ensuring the voice of business big and small is heard and considered across all major OSH issues and proposals.



*CCI knows more
about OSH and workers'
compensation than any group in WA*

Migration Services

Tel: (08) 9365 7521

E-mail: visas@cciwa.com

MEMBER BENEFITS:

- initial consultation covered as part of the membership fee (**depending on membership package*)
- discounted rates on visa applications and processing
- access to in-house migration consultants specialising in employer sponsored migration
- exclusive access to a range of complimentary immigration briefs, updates and information via CCI's various information services and website

CCI Migration Services* offers a comprehensive range of corporate immigration consultancy and visa services to employers from across industry, ranging from small and medium enterprises to large corporations, for the sponsorship of overseas skilled personnel on a temporary or permanent basis.

The service is designed to directly facilitate the transfer of suitably qualified offshore personnel to Australia to address industry skill shortages.

By offering fast and efficient customised immigration and visa solutions based on individual corporate and business needs, CCI Migration Services has become an essential and effective immigration consultancy and visa service for employers who are undertaking or planning offshore recruitment.

Key services include:

- establishment of business sponsorship arrangements
- advice on sponsorship obligations and undertakings
- assistance with monitoring and compliance issues
- guidance on employer nomination and regional sponsorship schemes
- lodgement and monitoring of sponsorships and nominations
- assessment and advice on eligibility for temporary and permanent visas
- lodgement and monitoring of visa applications
- negotiating labour agreements and advice on training requirements
- skill-matching for employers to fill skill shortages in the workforce
- intra-company transfers and relocation of key personnel from overseas
- specialist immigration advice to HR Managers and overseas employees
- representation to the Migration Review Tribunal

*MARN 0318589



*facilitate the transfer
of suitably qualified
offshore personnel to Australia
to address industry skill shortages*

Skills Match

Tel: (08) 9365 7565

E-mail: tony.giles@cciwa.com

CCI Skills Match combines a number of initiatives to help businesses combat the current labour shortage in WA.

CCI supports an integrated approach between government and industry in addressing labour shortages including:

- an increase in the investment towards vocational training
- an increase in the number of traditional trade apprentices which includes engaging in Fast-Track and other accredited pathways for existing employees
- increasing the skill level of the existing workforce through re-skilling and up-skilling programs to meet future needs.

CCI also provides members with access to the following services:

Skills Match Database

CCI participated in a number of overseas Skilled Workers Expos last year, at which our representatives collected hundreds of CV's from qualified professionals, technical personnel and tradespeople - some of whom have already arrived and commenced work for organisations that took advantage of this CCI service.

CCI has continued to collect CV's from qualified overseas applicants who are available to work and live in Western Australia. These documents have been compiled into our Skills Match database - an online compilation of skilled workers ready and willing to relocate to Western Australia for short and long-term employment.

The service being provided allows CCI members to access the skills database and identify and verify appropriate skilled personnel to suit your business requirements. Visit www.cciwa.com/skillsmatch for details.

CCI Migration Services

CCI Migration Services provides professional help and advice to employers seeking to source skilled labour from overseas on a temporary or permanent basis. (See page 24 for details).

Building the skills of your existing workforce

Through its Kwinana Skills Centre, CCI can assist employers to up-skill or re-skill their existing workforce through a process of recognising current competencies. These assessments are suitable for businesses within the metals industry.

Fast-Track Apprenticeship Program

The Fast-Track apprenticeship program is a joint venture between the metals, manufacturing and services industry, Training Industry Council and the Department of Education and Training to increase the number of qualified tradespeople in industry.

CCI's Kwinana Skills Centre is a leader in the delivery of the Fast-Track apprenticeship program providing a high quality training service that will increase the availability of tradespeople in the short-term.

Promoting apprenticeships and traineeships

As the largest employer of apprentices and trainees in WA, CCI has demonstrated its commitment to building our future workforce and its support of the apprentice system, with plans to increase the number of apprentices and trainees to well over 1,000 this year. (See *Apprenticeships Western Australia* on Page 11 for details)

Government Lobbying

CCI continues to push for greater flexibility with the apprenticeship and traineeship system and provision of adequate infrastructure and funding to respond to employer needs.

CCI has an out-post officer from DIMA available to talk to members on a range of immigration issues. Member feedback collected by the officer will be considered by DIMA in the development of future strategies and services.



*an integrated approach
between government & industry
to address labour shortages*

Apprenticeships & Traineeships – Apprenticeships Australia

Tel: (08) 9365 7662

E-mail: apprenticeships@cciwa.com

Would you like to host an apprentice or trainee without the hassle of managing the associated paperwork including payroll and workers' compensation requirements?

Apprenticeships Australia is CCI's professional apprentice and trainee service which operates nationally across a wide range of occupations and industries.

Apprenticeships Australia allows employers to host high quality apprentices and trainees while CCI handles the associated paper work, management issues and payroll obligations. The option to have our team manage your apprenticeship employment is also available and currently being used by several employers operating across the states and territories.

As a professional apprentice and trainee management service, we recruit, employ and train apprentices and trainees in a number of different industries and currently employ almost 1000 apprentices and trainees, many of whom are working in remote locations on fly-in, fly-out arrangements at some of the biggest resource projects in the country. Apprentices and trainees are placed with host companies to gain on-the-job industry experience while training.

Our professional service includes:

- payment of apprentice and trainee wages, workers' compensation and all other work-related expenses
- help and advice for host companies on employment and training issues
- regular, proactive field supervision or consultancy
- extensive expertise in HR management, occupational health and safety, workers' compensation and injury management
- coaching and mentoring services for host company staff
- compliance with all statutory responsibilities applying to the employment of apprentices and trainees
- direct access to a range of other CCI services

Host companies and employers enjoy a number of benefits:

- a national service catering for all industry sectors
- matching employer needs with apprentice and trainee expectations
- excellent completion and success rates. Our apprentices and trainees stay the distance and perform at higher levels.

- outstanding staff performance - our frontline staff are our greatest asset.
- proactive field supervision and consultancy - our staff are always available to deal with company issues and apprentice and trainee welfare.
- guaranteed quality - Apprenticeships Australia will not lower the bar on apprentice and trainee selection. Our aim is to continuously improve the quality of the young people employed and completing training within industry.
- a return policy if you are not completely satisfied with the apprentice or trainee - we understand that host companies and apprentices and trainees sometimes do not match. If this is the case, we are able to move apprentices/trainees to ensure the best outcome for both parties.
- health and safety - the safety, health and welfare of our apprentices and trainees is our primary focus. Our dedicated Health, Safety and Quality team can provide support and advice to our participating organisations
- diverse experience across a range of business and occupational areas.
- Apprenticeships Australia is partnering with industry organisations and businesses to develop the best options for employing and training apprentices and trainees nationally.



*we recruit, employ and
train apprentices and trainees
in a number of different industries*

Apprenticeships & Traineeships – EmployFAST

Tel: 1800 224 224

E-mail: employfast@cciwa.com

MEMBER BENEFITS:

- free help and advice on all aspects of apprentice and trainee employment
- free access to a range of information on the latest apprentice and trainee developments, via a dedicated news service and regular website updates
- help with accessing Commonwealth Government incentive payments
- help with completing the necessary paperwork including training agreements, probationary forms and incentive claim forms

CCI EmployFAST is an Australian Apprenticeship Centre, contracted by the Federal Government to provide a range of free advice for employers looking to take on an apprentice or trainee.

CCI EmployFAST does not actually employ any apprentices or trainees, but rather, is the only employer driven, state-wide New Apprenticeship Centre in WA, staffed by a team of experienced consultants offering the following services at no cost:

- a comprehensive information service on all aspects of traineeships and apprenticeships
- help with accessing Commonwealth Government incentive payments
- practical solutions to all training issues
- expert help and advice with selecting a suitable training program
- help with completing the necessary paperwork including training agreements, probationary forms and incentive claim forms
- liaising with relevant government bodies on employer's behalf
- one contact point for information on all trainee and apprentice issues along with four metropolitan and 11 regional offices state-wide

Most importantly, the employer chooses who to employ, where they are trained and what type of training they receive.

The decision to employ an apprentice or trainee can bring many benefits including:

- a better trained and skilled employee
- reduced staff turnover
- access to State Government funded training
- a nationally recognised qualification for the apprentice or trainee
- payroll tax exemption for both apprentices and trainees
- a flexible and structured work-based training program
- ongoing support of you industry

At CCI EmployFAST, our friendly consultants are dedicated to making the process of taking on an apprentice or trainee as smooth and simple as possible. We're your first port of call for free, reliable advice, with consultants operating throughout the metropolitan area and regional WA.



*free help and
advice on all aspects of
apprentice and trainee employment*

Industrial Skills Training, Kwinana Skills Centre

Tel: (08) 9437 0100

E-mail: skillscentre@cciwa.com

MEMBER BENEFITS:

- discounted rates on training courses and programs
- exclusive access to a range of free information and articles on industrial skills training via the CCI website
- short courses that meet the immediate needs of industry
- training in cutting edge technology
- measured outcomes that fit with the employer and apprentice
- close liaison with employers to ensure that training delivered off the job is mirrored on the job

Built to provide practical, high quality skills training for the metals, engineering and electrical sectors, the Kwinana Skills Centre is a leader in its field.

With a focus on delivering relevant, industry-responsive training, the Kwinana Skills Centre provides a modern workshop setting complete with the latest equipment, all set in the heart of WA's dynamic industrial strip.

With a team of qualified trainers, the backing of WA's biggest business organisation and a customer base that includes some of the state's largest employers, the Kwinana Skills Centre is the provider of choice for industrial skills training in WA.

Apprentice Training

Training leading to formal qualifications is delivered in the following areas:

- Electrical
- Electrical/instrumentation
- Mechanical
- Fabrication
- Welding

Short Courses

- Forklift Truck Course
- Short CN Crane
- Dogging Course
- All Rigging Course
- Rigging and Dogging Course
- Basic Hydraulics Systems

Consultancy Services

CCI Kwinana Skills Centre can also customise programs to meet the specific needs of your business and provide a range of flexible delivery options.

Training and assessment consultancy services may include:

- employment based skills mapping
- skills checks

Why use CCI Kwinana Skills Centre for training?

We take our commitment to customer satisfaction and training excellence seriously.

Our courses are designed to meet specific industry needs and we offer a range of flexible delivery options.

We ensure that our apprentices are exposed to different types of workplace application and that what they learn is in tune with industry demands.

Our friendly administration staff are always happy to help with your queries.

CCI Kwinana Skills Centre offers an alternative to the public training system operated by TAFE colleges.

Our staff make the difference

Our trainers are highly qualified in their respective fields with practical workplace experience and industry knowledge.

A number of new staff have recently joined the Skills Centre bringing with them new ideas and approaches reflective of current industry needs.

Along with our full-time training staff, the Skills Centre contracts trainers who are experts in their fields to deliver a range of short-course programs.



*Built to provide
practical, high quality
skills training for the metals,
engineering and electrical
sectors, CCI's Kwinana Skills
Centre is a leader in its field.*

Trade

Tel: (08) 9365 7620

E-mail: trade@cciwa.com

MEMBER BENEFITS:

- free telephone advice on standard international trade issues
- discounted rates on professional consultancy
- exclusive access to free and subsidised trade-related information sheets, handbooks and guides available in hard copy and online
- discounted rates on trade-related training courses and business briefings
- discounted rates for standard trade documentation services including ATA carnets
- collective representation in state and federal lobbying activities on relevant issues

CCI's International Trade Centre is your first port of call for information on importing, exporting and other trade related activities.

Import Assistance

- identification of foreign suppliers and OEM manufacturers
- advice on import procedures, regulations including customs and quarantine, GST, purchase contracts, agency and distributorship agreements, documentation, shipping, finance, payments

Export Assistance

Help for businesses working through the export process for the first time, or planning to develop new export markets by:

- assessing export potential and exporting requirements
- identifying potential markets
- preparation of a company profile to market services overseas
- advising on export procedures, regulations, sales contracts, agency and distributorship agreements, documentation, shipping, finance and payments
- advising on export market development grants and business funding
- market research & business contacts

International trade enquiries

Weekly trade enquiries every Thursday on the CCI website. A free list of weekly buy / sell offers from around the world is available to members.

Documentation Service

CCI's International Trade Centre can assist exporters with:

- ATA Carnets
- Certificates of Origin

- Certification of export documentation
- Force Majeure Certificates
- Letters of Introduction
- Visa Letters
- Documentation requirements for all countries
- International Business Passports

Trade Advisory Service

CCI's trade advisory service provides help and advice on a range of importing and exporting issues, along with a referral service to all official trade agencies.

Information Services

Trade Talk newsletter

Published monthly, Trade Talk covers the latest export and import news and trade events including trade fairs worldwide.

International Trade Publications

- International Trade Handbook – published annually, explains trade laws and terminology and includes contact details for service providers and agencies
- Key Data – collection of useful statistics and facts about WA for foreign visitors
- International Chamber of Commerce publications
- Australia: A Guide to the Market – details the size and nature of the Australian market, its import regime, packaging and labelling requirements, buying period, distribution channels and so on.

Training

Members have access to a range of discounted training courses and seminars through CCI Training Services, including exporting, importing and understanding various trade documentation procedures.

Visa sponsorship

CCI International Trade Centre can sponsor overseas short term business visitors to Australia for member companies.

WA International Traders Club

Networking events for anyone interested in international trade.

Export Finance and Insurance Corporation

CCI is the Western Australian shopfront for EFIC, a statutory corporation of the Commonwealth of Australia. EFIC provides finance and insurance services to Australian exporters and Australian companies investing in new projects overseas.

Western Australian International Alliance (WAIA)

WAIA is an alliance of CCIWA, bilateral Chambers of Commerce and other associations dedicated to the development of international trade and assists member associations to grow their organisations through access to CCI International Trade Centre assistance and support.

Equity Match – www.equitymatch.com

Equity Match is an online, investment and business-matching forum administered by CCIWA for Australian business owners seeking purchasers, equity partners and venture capitalists.

Australian Made Campaign

The 'Australian Made' logo is now being promoted as a global brand under the theme 'Australian Made, global quality'. Australian Made Campaign Ltd, a not-for-profit public company owned by Australian Chambers of Commerce and Industry, operates this collective marketing campaign in both the domestic and export markets. CCI Trade Services is the WA Agent for AMCL.

Policy

CCI's International Trade Committee meets on a regular basis to discuss relevant issues and their likely impact on CCI members. The Committee develops policy submissions on issues effecting international business and proposes appropriate responses to the CCI General Council. The Committee is made up of representatives from CCI's membership base and ensures that CCI plays a major role in influencing government debate.



*your first port of
call for information on
importing, exporting and
other trade-related activities*

Small & Medium Enterprises

Tel: (08) 9365 7606

E-mail: membership@cciwa.com

MEMBER BENEFITS:

- unlimited telephone advice on a range of HR, employee relations and OSH issues
- discounted rates on a range of business consultancy services
- exclusive access to a range of free and subsidised information services
- discounted rates on training courses, business briefings and seminars
- free standard entry in CCI's online business directory
- discounted rate on corporate web builder packages
- collective representation in state and federal lobbying activities on significant business issues

More than half of CCI's membership base comprises small to medium enterprises.

CCI is dedicated to providing support and a range of practical, cost-effective services to promote the growth of small business and works hard to ensure the views of all businesses are well represented at a state and national level.

Information Services News Updates

CCI members can choose from a range of industry-specific newsletters or tailor a free e-mail news service to their specific interests via the CCI website at www.cciwa.com.

Members also receive a complimentary copy of *Business Pulse*, CCI's monthly business magazine.

Employer Handbooks & Guides

CCI produces a range of practical handbooks and guides on key employee relations and OSH issues.

Guides designed specifically for small and medium business owners include the following:

The **Recruitment and Termination Guide** provides practical advice on how to manage staff effectively, including tips on drafting effective job advertisements, interviewing techniques, employment contracts, performance appraisals, sexual harassment and discrimination, unfair dismissal, termination and redundancy.

The **Employment Forms Guide** includes standard, ready-to-use employment forms from recruitment through to termination, including employment contracts, HR policies, written warnings, termination letters and payroll processes.

The guides include an annual update service and are available to subscribers via the CCI website.

Both Guides: \$80 per annum
(price includes 10% GST. CCI members only.)

CCI Website – www.cciwa.com

The CCI website provides the latest news and information on important business and employee relations issues, including a range of free information sheets on relevant HR and OSH issues, economic updates, plus online registration and payment facilities for all CCI training courses and business publications.

CCI Training Services

CCI Training Services offers members a range of discounted training courses and seminars, available at our modern East Perth facilities or location of your choice. We also offer customised training solutions and a range of executive education and management programs.

Business Directory

Every member is entitled to an exclusive free standard entry in the CCI Business Finder – an online directory of local and interstate businesses – www.cciwbusinessfinder.com

The standard entry includes business name, phone number, street, e-mail and web address, industry classification, relevant keywords and company description.

For an additional fee of \$10.00 per month (plus 10% GST), members have the option of taking out a premium directory listing, allowing more detailed product and service information, company logos and photos.

Helping you run a successful business

Small business members have access to a range of free and discounted advice and assistance in a range of areas including:

- staff and employee relations issues - help with managing every facet of the employment relationship from recruitment through to termination
- addressing the skills shortage - apprenticeships and traineeships, skilled migration, workforce planning
- financial management, sales & marketing - seminars and workshops tailored to the needs of small business and a range of affordable, member-only advertising opportunities through CCI's publications and website
- legal assistance – discounted rates for representation and advice on all aspects of commercial and employment law
- e-commerce - website design and maintenance and free advice.
- business development - information to help you stay ahead, online CCI member directory and networking opportunities.
- international trade - everything you need to assist with importing and exporting.
- OSH and workers' comp - free advice, information and assistance in making the current system work for you

Policy & Representation

CCI's Small and Medium Business Council comprises representatives from CCI's overall membership who advise on matters of specific relevance to small and medium businesses. The Council meets on a regular basis to discuss the likely impact of any new legislation or developments, and then advises the CCI General Council of an appropriate course of action.



*unlimited telephone
advice on a range of HR,
employee relations and OSH issues*

Retail

Tel: (08) 9365 7455

E-mail: membership@cciwa.com

MEMBER BENEFITS:

- free telephone advice on a range of retail-related issues
- discounted rates on a range of consultancy services
- exclusive access to a range of free and subsidised information services available in hard copy and online
- discounted rates on a range of training courses, seminars and briefings
- free standard entry in CCI's online business directory
- discounted rate on corporate web builder packages
- collective representation in state and federal lobbying activities on a range of retail-specific issues

CCI offers a range of help and advice to retail businesses, and represents the interests of both big and small retailers at a state and federal government level.

Retail Traders' Association

CCI's retail members benefit through a dual membership of the Retail Trader's Association of WA, whose prime objectives are to support the retail industry by:

- providing a range of practical, cost-effective and retail-specific services
- creating a favourable attitude towards the industry
- encouraging professional development
- ensuring the supply of trained staff for the industry
- adopting a lead role in the public debate on issues affecting the industry

Retail members receive help, advice and training on:

- consumer protection and fair trading legislation
- occupational safety and health & workers' compensation
- leasing laws
- trading hour regulations
- warranty and refund obligations
- advertising laws

Information Services Over the Counter

Retail members receive a complimentary copy of *Over the Counter*, a monthly retail newsletter produced by the Retail Trader's Association in conjunction with CCI. It covers issues like trading hours legislation, commercial tenancy, loss prevention, retail trends, sales figures, consumer protection, customer service tips and retail-specific employee relations issues. Delivery is available in hard copy or via e-mail, and accessible online with a range of other free, member-only newsletters at: www.cciwa.com

Employer Handbooks

CCI produces a range of practical handbooks and guides on key employee relations and OSH issues such as the popular *Recruitment & Termination Guide* and *Employment Forms Guide*, plus an annual update service to ensure you're kept informed of important developments – all available to subscribers via the CCI website.

Online Information

The CCI website provides busy retailers with 24 hour access to a range of helpful information including the latest sales figures, CPI updates, retail codes of practice and legislation, warranties and refunds, fair trading, music copyright, loss prevention, trading hours and more.

Subscribers can also access state and federal industrial awards, plus a range of free information sheets on relevant HR and OSH issues.

Consultancy Services

Discounted consultancy services include:

- workplace health, safety and workers' compensation (see page 22)
- employee relations and HR (see page 4)
- legal representation (see page 12)
- economic research papers and forecasts (see page 10)
- apprentice and trainee management (see page 28)
- professional sales and marketing training programs (see page 14)
- website design and e-commerce (see page 18)
- promotion and marketing (see page 20)

Policy & Representation

Tel: (08) 9365 7606

E-mail: rta@cciwa.com

CCI's Retail Council comprises representatives from CCI's overall membership, meeting on a regular basis to discuss relevant issues such as trading hours legislation, employee relations and HR, industry trends and changes to commercial tenancy laws.

The Council discusses the likely impact of any new developments and then advises the CCI General Council of an appropriate course of action.



*free telephone advice
on a range of retail-related issues*

Building, Construction, Resources & Energy

Tel: (08) 9365 7455

E-mail: membership@cciwa.com

MEMBER BENEFITS:

- free telephone advice on a range of industry development issues
- discounted rates on a range of industry-based consultancy services
- exclusive access to a range of free and subsidised information services available in hard copy and via the member-only section of the CCI website.
- free admission and/or discounted rates on a range of business briefings, seminars and special events like the Construction Industry Dinner and the North West Resources Tour
- collective representation in state and federal lobbying activities on a range of industry development issues
- free access to the Industry Capability Network

CCI offers a range of help and advice to businesses involved in WA's dynamic resource sector along with a dedicated team of industry experts offering support and services across a variety of industry development issues.

Industry Capability Network

Tel: (08) 9365 7623

E-mail: icn@cciwa.com

Why import a product when you may be able to buy it more competitively from an Australian manufacturer?

The ICNWA service is a CCI/State Government partnership aimed at providing buyers with easy access to Australian industry capability information on a nationwide basis.

Whether you are in project management, design, engineering, specification, buying or any procurement process, the Industry Capability Network Western Australian gives you fast access to Australian and New Zealand capability for any product or service, and the information is free and tailored to your needs.

ICNWA has over 32,000 companies profiled on the ICN national database and works with local and overseas buyers on vendor identification requests.

News Services

Resource & Energy Project Service (REPS)

Tel: (08) 9365 7619

E-mail: reps@cciwa.com

The REPS service includes a regular newsletter and company listing in the *WA Resource Development Services Directory*, both of which are available in hard copy and online.

REPS provides up-to-date information on project, infrastructure and construction developments in WA and Australia, primarily in the key resource sectors of:

- chemicals
- mineral extraction and processing
- oil, gas and petrochemicals
- power generation
- gold

Subscribers receive a newsletter about every 10 days (34 a year), summary listings of WA's major projects and the names of associated key contacts. The service also includes a half-page entry in the annual hard copy of the *Western Australian Resource Development Services Directory* (REPS Directory), which is also available online.

The REPS Directory is available on the web and distributed in hard copy to more than 3,000 project developers, engineering and construction contractors, government departments and trade commissioners, across the country and around the world.

Cost

REPS package

Members: \$400 per annum

Non-members: \$600 per annum

Price includes 10% GST.

Inside Industry news service

Tel: (08) 9365 7619

E-mail: info@cciwa.com

Inside Industry is a monthly news service produced specifically for the manufacturing, construction, resource and engineering sectors. Delivery is available via e-mail or hard copy and CCI Member Plus members can access this and a range of other free, member-only newsletters on the CCI website at www.cciwa.com.

Industry Events

CCI hosts a range of special member events throughout the year including the annual Construction Industry Dinner which brings together more than 800 representatives from this dynamic sector and the North West Resources Tour – an insightful five-day tour of some of WA's biggest and most successful resource development projects. Visit www.cciwa.com for upcoming events.

Consultancy Services

CCI members have access to a range of discounted consultancy services for help and advice on issues such as:

- workplace health, safety and workers' compensation (see page 22)
- employee relations and HR (see page 4)
- legal representation (see page 12)
- economic research papers and forecasts (see page 10)
- apprentice and trainee management (see page 28)
- importing and exporting (see page 34)
- skilled migration (see page 24)
- post-trade training and industrial skills development (see page 32)
- website design and e-commerce (see page 18)

Policy & Representation

As part of our role to represent the business view at a state and national level on issues of importance to business, CCI hosts a number of industry-based committees and councils that meet on a regular basis to discuss relevant issues and their likely impact on CCI members. Visit www.cciwa.com for more information.



*a dedicated team of
industry experts offering
support and services across a
variety of industry development issues*

Health & Community Services

Tel: (08) 9365 7699

E-mail: info@cciwa.com

MEMBER BENEFITS:

- unlimited telephone advice on a range of HR, employee relations and OSH issues
- discounted rates on a range of business consultancy services
- exclusive access to a range of free and subsidised information services available in hard copy and online
- discounted rates on a range of training courses, business briefings and seminars
- free standard entry in CCI's online business directory
- discounted rate on corporate web builder packages
- collective representation in state and federal lobbying activities on significant business issues

Industry Initiatives

A New Transition Program

Aimed at offsetting future nursing shortages, this practical program represents an innovative partnership between industry and educators on behalf of private hospital and aged care members. This program aims to give students a broad understanding of nursing before they commence university studies in an attempt to improve both recruitment and retention rates.

Information Services

Community Care

Available via e-mail, hard copy or the CCI website, *Community Care* provides members with monthly news and information on relevant employee relations issues, OSH updates and important developments within the health and community services sector, including proposed legislation and industrial award matters.

News Updates

CCI members can choose from a range of industry-specific newsletters or tailor a free e-mail news service to their specific interests via the CCI website.

Subscription to the monthly newsletters is often covered by the annual membership fee, providing regular information on a range of topics including employee relations and HR, workers' compensation, OSH, resources and energy, economic updates and trends, apprenticeships and traineeships, e-commerce and information technology and international trade.

CCI Website – www.cciwa.com

CCI members have exclusive access to latest news and information on relevant business and employee relations issues via the CCI website. The site also includes a

range of free information sheets on relevant HR and OSH issues, access to state and federal industrial awards, plus registration and payment facilities for all CCI training courses and business publications.

Visit today at www.cciwa.com

CCI Training Services

Members have access to a range of discounted training courses and seminars through CCI Training Services, at our modern East Perth facilities or location of your choice, along with customised training solutions and a range of executive education and management programs.

Consultancy Services

A range of discounted consultancy services for help and advice on issues such as:

- workplace health, safety and workers' compensation
- employee relations and HR
- legal representation
- economic research papers and forecasts
- apprentice and trainee management
- marketing and promotion
- e-commerce and website design

Policy & Representation

CCI's Health & Community Services Policy Forum represents the interests of members on relevant matters, contributing to public debate on issues of significance to the health and community services sector. The Forum is active in drafting submissions in response to relevant government discussion papers and comprises representatives from CCI's overall membership.



*an innovative partnership
between industry and educators*

Education & Training

Tel: (08) 9437 0100

E-mail: sean.wrigley@cciwa.com

MEMBER BENEFITS

- unlimited telephone advice on a range of HR, employee relations and OSH issues
- discounted rates on a range of business consultancy services
- exclusive access to a range of free and subsidised information services available in hard copy and online
- discounted rates on a range of training courses, business briefings and seminars
- free standard entry in CCI's online business directory
- discounted rate on corporate web builder packages
- collective representation in state and federal lobbying activities

CCI supports an education and training system that provides choice, promotes flexibility and is responsive to the needs of individuals and industry.

Policy & Representation

CCI's Education and Training Committee provides a forum for members to provide input into education and training policy. The Committee actively liaises with State and Federal Government departments on a range of industry initiatives, keeping abreast of proposed future directions for education and training, and ensuring a key focus is maintained on literacy, numeracy, and generic employability skills for school leavers seeking entry level apprenticeships and traineeships.

Strategic partnerships

CCI's interaction with the three school sectors, the Department of Education & Training, the Catholic Education Office of WA and the Association of Independent Schools enables a strong industry voice to convey the changing nature of the workforce, workplace requirements and employer expectations.

Schools and Industry Program in Information Technology

The web-based program (SIPT) enables Year 11 tertiary stream students to address IT enquiries posted by business, providing work experience without the need to accommodate students in the workplace.

Strategic Management skills for WA police

CCI has forged a partnership with The WA Police Academy and Edith Cowan University, providing Strategic Business Management qualifications and experience for senior police.

Business and Industry, School to Work Alliance

This CCI Alliance arrangement ensures an employer view has been maintained on education councils, committees and forums, promoting partnerships between education and industry representatives.

Free Enterprise Education Program

As today's students are tomorrow's workforce, this CCI Program provides students and teachers with practical business knowledge and experience, covering a range of activities in and out of the classroom.

Post Graduate Career Unit

This joint initiative with Edith Cowan University is aimed at bringing teachers up to date with the workings and requirements of the modern workplace.

A New Transition Program

This practical program represents an innovative partnership between industry and educators on behalf of private hospital and aged care members, giving students a broad understanding of nursing before they commence university studies.

Advisory Services

Education and Training Advisor

Phone: (08) 9365 7613

CCI's Education and Training Advisor (ETA) provides help and advice on a range of issues including employment of:

- new apprentices
- existing staff members who require training
- mature age workers and incentives
- indigenous Australians, incentives and mentor support
- people with disabilities
- plus - information on training packages and availability

CCI EmployFAST

Phone: 1800 224 224

Employers can also contact CCI EmployFAST for a range of free advice on apprentice and trainee employment, including help with accessing incentive payments and processing the associated paperwork, liaising with relevant government bodies and expert advice on how to choose a suitable training program.



*provides choice, promotes
flexibility and is responsive to
the needs of individuals and industry*

CCI – the voice of business

CCI exists to promote the growth of free enterprise and works hard to ensure the business view is represented in the public and political arena.

As the voice of business, CCI has done much to influence government policy and to keep public debate focused on key business issues, which are often overlooked or marginalised by politicians and special-interest groups.

CCI's councils and committees comprise representatives from its overall membership, which includes businesses big and small from all sectors across WA.

These forums help identify issues of concern to business and industry and help direct CCI policy and lobbying strategies on behalf of members. This direct input gives our policies contemporary relevance and credibility which is important as we present these positions to government, Parliament, the media and the broader public.

Given its role as a policy watchdog, CCI is not aligned to any political party. Its allegiance is always to the business community and the continued growth of free enterprise.

We do not differentiate our efforts in the policy arena between large and small businesses, nor do we promote the views or preferences of a business minority.

Rather, we represent the majority view across a broad spectrum. In all of that, we take great pride in the fact that the majority of our members are small and medium enterprises.

CCI's policy and lobbying strategies incorporate detailed written submissions and independent research commissioned by CCI on specific business issues.

On occasion, CCI coordinates widespread member opposition to potentially damaging business legislation through broadcast fax and e-mail campaigns along with business briefings and updates.

Where necessary, CCI delegations take their arguments directly to the government ministers and agencies concerned.

Through this approach, CCI does collectively for business and industry what individual firms could not achieve alone.

*CCI has done much
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CHAMBER OF COMMERCE AND INDUSTRY OF WESTERN AUSTRALIA

CCI GENERAL COUNCIL

CCIWA BOARD OF DIRECTORS

POLICY FORUMS

BUSINESS POLICY

Economic Policy and Taxation

Economic Policy and Taxation

Employee Relations

Information & Communications Technology (ICT)

International Trade

OSH & WC

Tourism

HEALTH AND COMMUNITY SERVICES

Non-Government Disability Services

Nurses Strategy

CONSTRUCTION INDUSTRY

Term Network Contractors

MANUFACTURING ENGINEERING & RESOURCES

Chemical Industries

Extractive Industries

Food Industry

Labour Hire

Transport

Environmental Management

Resource and Energy

Climate Change

SMALL AND MEDIUM ENTERPRISE

RETAIL

Loss Prevention

OHS Forum

Young Retailers

Our business is your business

Tel: (08) 9365 7455

E-mail: membership@cciwa.com

There's nothing more important to us than our members.

If you'd like more information on any of the products or services you've read about in this guide, or if you'd like to talk to a membership adviser about ways to maximise your membership investment, please don't hesitate to contact us on 9365 7455.

Similarly, if you'd like to offer some feedback about the range of CCI services, our policy work, or to offer a suggestion on ways to enhance our service offering, please feel free to call a CCI membership adviser. We're always keen to hear from our members and are constantly working on ways to improve and expand our service to you.

Remember to check the CCI website at www.cciwa.com for regular updates on our range of products and services and the latest news and information on topical business issues.

We look forward to serving you in 2007 and are proud to have you on board as a valued partner and proud supporter of business and industry in WA.

Executive Education	Length	Jan	Feb	March	April	May	June	July
Senior Managers Program	5 days							
Finance for non-finance Managers	3 days			12 – 14				
Negotiating for Better Business Outcomes	2 days					30 – 31		
Professional Presentations	2 days					1 – 2		
Emotional Intelligence	1 day				12			
Influencing Skills for Managers	1 day					15		
Engaging Employees to Maximise Performance	1 day			7				
Leadership Communication	1 day						7	
Creating Change	1 day			21				
Introduction to Risk Management	1 day			16				18
Advanced Risk Management	1 day				30			
Workforce Planning	3 days						13 – 15	
Human Resources & Employee Relations	Length	Jan	Feb	March	April	May	June	July
Employment Law Fundamentals	1 day		7		19			12
Counselling, Discipline & Termination	1 day			27			27	
Payroll: Navigating your way through Employment Legislation	1 day		22		12		14	
Understanding your Awards and Agreements	1 day		15			3		31
Practical Performance Management	1 day			22			19	
Effective Recruitment & Selection	1 day		27		3			19
Workplace Bullying	½ day			15				4
Understanding Discrimination & Harassment in the Workplace	½ day		13				12	
Managing Workplace Discrimination & Harassment	1 day				4			
Managing The Poor Performer	2 days					22 – 23		
The Basics of Training & Assessment	3 days		5 – 7		16 – 18			9 – 11
The Accomplished Workplace Trainer	3 days			12 – 14		16 – 18		
The Workplace Assessor	3 days				2 – 4			23 – 25
Safety	Length	Jan	Feb	March	April	May	June	July
Introduction to OSH	1 day		1	8	13	14	6	11
Managing OSH	3 days		14 – 16			23 – 25	13 – 15	
Safety Representatives Training	5 days	15 – 19	19 – 23	26 – 30	16 – 20	7 – 11 28 – 1	25 – 29	23 – 27
Role of the Safety Committee	1 day			19		17		
OSH Legislation	1 day				27			
Manual Handling	1 day			12				
Job Safety Analysis / Procedure	1 day				11			
Risk Assessment	1 day		28			21		
Accident / Incident Investigation	1 day		7				21	
Supervision & Frontline Development	Length	Jan	Feb	March	April	May	June	July
Introduction to Supervision & Management	2 days		8 – 9	22 – 23		1 – 2	18 – 19	2 – 3
Introduction to Supervision & Management – Part II	2 days		26 – 27		23 – 24		7 – 8	30 – 31
Leading & Building a Team	1 day			1	2		21	
Effectiveness through Assertiveness	1 day		20			15		26
Communicating for Success	1 day			8		25		
Time and Stress Management	1 day			20				17
Speaking From Strength	1 day			7		31		
Dealing with Difficult People	1 day			15			20	
Negotiation & Conflict Resolution	1 day		12			9		20
Effective Business Writing	1 day			13			6	
Excellent Service over the Telephone	1 day			9				5
Advanced Customer Service	1 day			29				
Outstanding Customer Service	1 day					29		
Small Business	Length	Jan	Feb	March	April	May	June	July
Financial Dynamics	1 day				11			
Selling Creatively	1 day						13	
Innovative Marketing	1 day			21				5
International Trade	Length	Jan	Feb	March	April	May	June	July
Documentary Credits	½ day			1				
International Trade Documentation	½ day			20				
Understanding Incoterms	½ day				23			
Getting Paid for your Exports	½ day						11	
Importing Successfully	1 day					8		

Aug	Sept	Oct	Nov	Dec
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CCI Training Services Course Calendar 2007

*Please enquire about additional dates or check the CCI website at www.cciwa.com as additional courses are scheduled on a regular basis. All dates and details are subject to change.



*There's nothing more
important to us than our members*

CCI Service Guide 2007

Chamber of Commerce and Industry
of Western Australia

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Phone: (08) 9365 7555

Fax: (08) 9365 7550

Website: www.cciwa.com

E-mail: info@cciwa.com

CCI Business Finder Directory: www.ccibusinessfinder.com

Membership Enquiries

Phone: (08) 9365 7455

E-mail: membership@cciwa.com

Business Advice Centre

Phone: (08) 9365 7660

E-mail: advice@cciwa.com

Employee Relations Services

Phone: (08) 9365 7576

E-mail: solutions@cciwa.com

CCI Training Services

Phone: (08) 9365 7500

E-mail: training@cciwa.com

Apprenticeships Australia

Northern WA

Balmoral Road, Karratha WA 6714

Phone: (08) 9144 2140

E-mail: apprenticeships@cciwa.com

Southern WA

180 Hay Street, East Perth WA 6004

Phone: 1800 008 234

E-mail: apprenticeships@cciwa.com

30 Boulder Rd, Kalgoorlie WA 6430

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E-mail: apprenticeships@cciwa.com

Kwinana Skills Centre

41 Hope Valley Road

Naval Base WA 6165

Phone: (08) 9437 0100

E-mail: skillscentre@cciwa.com

CCI EMPLOYFAST

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CCI Migration Services

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