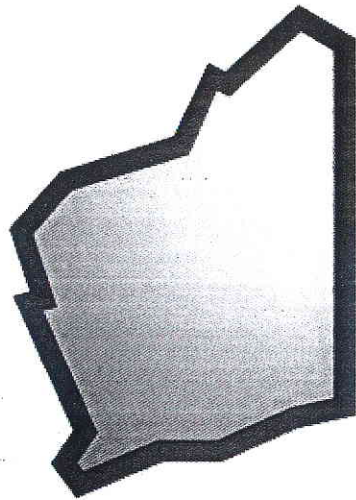

Small Business Centre (Northwest Metropolitan) Inc.

ANNUAL REPORT



**SMALL
BUSINESS
CENTRE**
North West Metro

Reporting Period: 1 July 2009 to 30 June 2010

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1. EXECUTIVE SUMMARY

The **2009/10 Annual Report** provides an overview of the Small Business Centre (Northwest Metropolitan) Incorporated's [herein referred to as SBCNWM or the Centre] geographical area and the economical trends and special needs facing the North West Metropolitan service delivery area [herein referred to as the Region]. This Report also provides information on the Centre's stakeholders, statistical requirements, marketing plan and a detailed cash flow budget for the period, which demonstrates viability.

The Centre provides a free service to new and established businesses in the North West metropolitan corridor of Perth, from Girrawheen to Yanchep and serves the needs of small business operators in the region by providing confidential and practical assistance on a wide range of business related issues including:

- Practical business coaching
- Reference to specialist advisers
- Help through the maze of government departments and regulations
- Problem solving
- Marketing
- Financial management
- Legal structures
- Business licences
- Customer service
- Staffing matters
- Business planning
- Govt. regulations
- Finance

In doing so the Centre actively promotes, encourages and supports the economic development of the local government areas (LGAs) of the City of Wanneroo and the City of Joondalup, an approximate size of 784 square kilometres.

The estimated population of the North West Corridor for the year ended 30 June 2009 was 306,613 (Joondalup – 162,195, Wanneroo – 144,418). This represents a growth of approximately 12% over the last 3 year funding agreement period with the majority of this growth occurring in the City of Wanneroo.

Based on 2006 Census data, 35% of the population in both Joondalup and Wanneroo were born overseas, which has historically produced a large number of inquiries from people wishing to establish business and who had little or no knowledge of the requirements for setting up or running a small business in Australia.

Ensuring that these services are delivered in a cost effective and satisfactory manner within such a large and diverse region requires careful strategic planning and operational management. The Centre's Management Committee recognises the need to work collaboratively with all stakeholders and strives to ensure that the Centre is a vital contributor to the ongoing economic development and health of the region.

The majority of the SBCNWM services are provided free to businesses in the Region (though the service is not restricted to businesses in the Region) via the Joondalup and Wanneroo offices.

Ensuring that these services are delivered in a cost effective and satisfactory manner within such a large and diverse region requires careful strategic planning and operational management. The SBCNWM's Committee of Management recognises the need to work collaboratively with all stakeholders and strives to ensure that the Centre is a vital contributor to the ongoing economic development and health of the region.

The SBCNWM has two offices. The larger office is in Joondalup at 4/189 Lakeside Drive and is shared with the Joondalup Business Association and Employfast (a division of the Chamber of Commerce and Industry). A second office is located in Wanneroo at Enterprise House, 935 Wanneroo Road, which is shared with the City of Wanneroo's Economic Development Team and the Wanneroo Business Association. Both premises are leased.

The Centre is in the main funded by three stakeholders - The Small Business Development Corporation (SBDC) (52%), the City of Joondalup (CoJ) (24%) and the City of Wanneroo (CoW) (24%). The Centre also generates a nominal income from other sources such as seminars.

As at the 30th June 2010, there were 3 full time staff and 1 part time casual staff member employed at the Centre.

The Centre Manager, Bruce Thomas, is responsible for the day to day operational management of the Centre and assists in the provision of the facilitation services and manages the outreach service to Yanchep.

The Business Development Facilitator, Kathleen Dillon, provides the majority of the facilitation services at the Wanneroo office.

The previous Client Coordinator/Administration Officer, Michelle Corbett, provided client administrative support to Bruce and Kathleen and assisted the centre manager with the monthly newsletters and running of client workshops.

A 6 month casual position was created for Emma Hitchings to provide Reception cover and to give general office administration support to Michelle Corbett including management of the client database, marketing and media releases.

Professional Development of all staff has been ongoing to ensure they have the skills and knowledge required to provide a quality and effective service in accordance with the funding agreements of the three government partners with Kathleen Dillon having successfully completed the Cert IV in Training and Assessment.

In the coming year the Centre will continue to implement small business development initiatives to fulfil the needs of the region's small businesses. This Report provides data on many economic issues that are evident in the service delivery area however the Centre will not be expected to be fully involved or single-handedly resolve these issues.

The SBCNWM will participate in alliances, forums and discussions with stakeholders (including but not limited to the City of Wanneroo, City of Joondalup, Wanneroo Business Association and Joondalup Business Association) and assist where possible without putting at risk its core services.

2. ORGANISATION DETAILS

Legal name of Organisation: SMALL BUSINESS CENTRE (NORTHWEST METROPOLITIAN)
INCORPORATED

Business Name: SMALL BUSINESS CENTRE NORTH WEST METRO
 Offices: 4/189 Lakeside Drive, Joondalup, WA
 Enterprise House, 935 Wanneroo Road, Wanneroo, WA
 Postal Address: PO Box 3519, Joondalup, WA 6027
 Other Contact details: Phone (08) 9300 1418 Fax (08) 9300 9239
 Email: info@sbcnorthwestmetro.com.au
 Web: www.sbcnorthwestmetro.com.au

MANAGEMENT COMMITTEE MEMBERS as at 30 June 2010

Name	Contact phone	Position Held	Date of Appointment to Committee	Representing
Russell Crook	0419 839 070	Chairperson	14 Oct.09	Joondalup Business Association
Ewan McAllister	0417 099 877	Vice Chair	Oct. 08	Wanneroo Business Association
Cllr Tom McLean	0417 931 437	Treasurer	Mar. 07	City of Joondalup
Alan Turner	0410 606 456	Secretary	14 Oct.09 (committee) 11 Nov. 09 (secretary)	Joondalup Business Association
Cllr Tracey Roberts	0409 112 954	Committee Member	Jan. 06	City of Wanneroo
Russell Poliwka	0418 926 846	Committee Member	Jan. 06	Joondalup Business Association
Sue Dash	0400 687 952	Committee Member	Mar. 09	Wanneroo Business Association
James Ridgway	0430 585 386	Committee Member	Sept.08 and resigned 9 Dec.09	Independent
John Royle	0422 978 652	Committee Member	11 Nov. 09	Wanneroo Business Association

EMPLOYEES in 2009-10

Name	Position held	Start date	End Date	Full/Part time
Bruce Thomas	Centre Manager	16 November 2009	15 October 2010	Full time
Helen Joyce	Centre Manager	14 January 2009	13 November 2009	Full time
Kathleen Dillon	Facilitator	4 January 2010	-----	Full time
Bruce Thomas	Facilitator	10 August 2009	31 October 2009	Full time
Beth Graham-	Facilitator	30 July 2008	31 July 2009	Full time

Aumua				
Michelle Corbett	Client Coordinator	19 October 2009	30 July 2010	Full time
Barbara Ison	Client Coordinator	1 September 2009		
Lara Perry	Client Coordinator	2 June 2009	22 July 2009	Full time
Summer Groves	Receptionist/Client Coordinator	8 September 2010	-----	Full time
Emma Hitchings	Receptionist/Admi n	22 March 2010	6 September 2010	Casual part time
Michelle Corbett	Receptionist	24 August 2009	18 October 2009	Part time

FUNDING

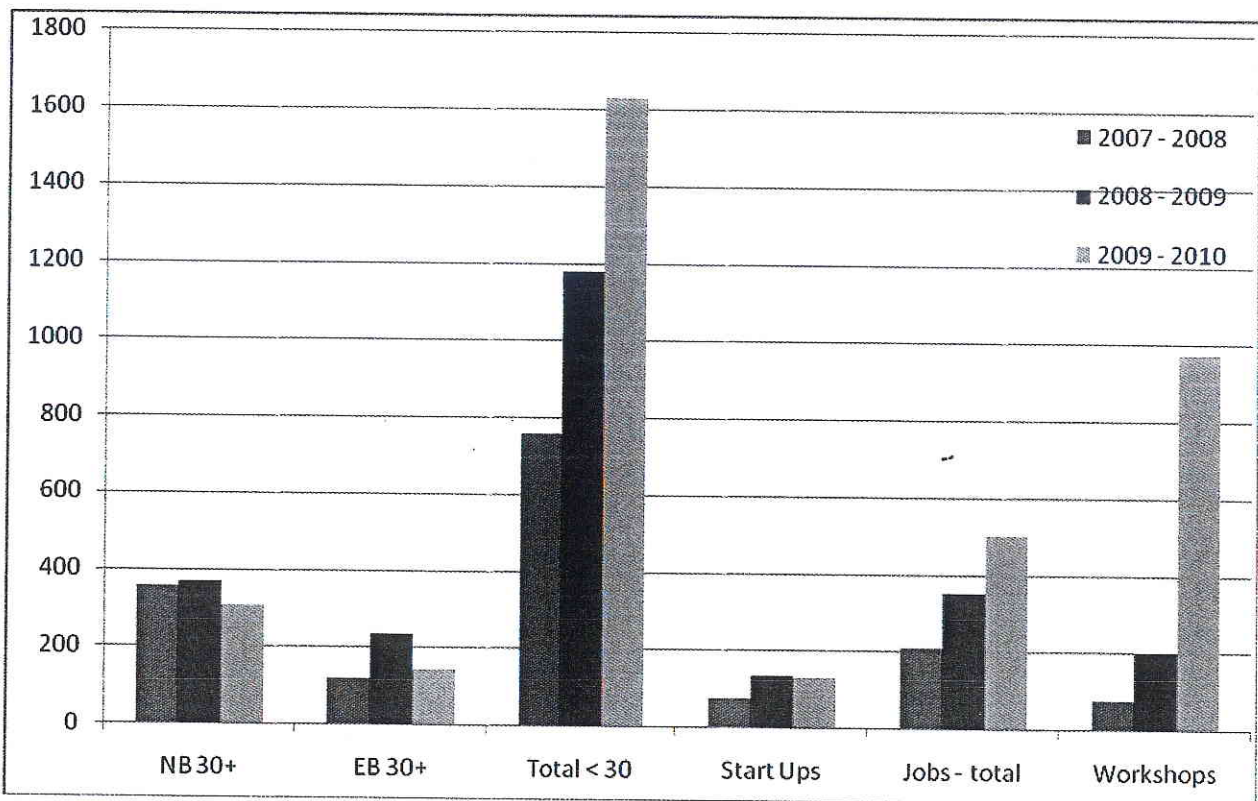
<i>Organisation</i>	<i>Basis of Funding</i>	<i>Value</i>
SBDC	Core Funding Small Business Centre	\$128,219.00
City of Wanneroo	Core Funding Small Business Centre	\$ 58,689.40
City of Joondalup	Core Funding Small Business Centre	\$ 57,777.72

INSURANCE

<i>Insurance Type</i>	<i>Name of Insurer</i>	<i>Amount of cover</i>	<i>Premium cost</i>
Association Liability including Professional Indemnity	Vero Insurance Limited via Bruce Insurance Brokers	\$5,000, 000 any one claim; \$10, 000,000 in the aggregate	\$1,600.00
Workers Compensation	QBE Insurance via Integrated Risk Solutions	Common Law Liability \$50,000,000 any one person & \$50,000,000 any number of persons arising from 1 event.	\$836.00
Business Pak including Public Liability	QBE Insurance via Integrated Risk Solutions	Includes Broadform Liability \$10,000,000	\$1,694.51

3. REPORTABLE STATISTICS

Type of Statistic	Forecast for Year	Actual 2009-10	% Achieved against Annual Target
New Business Client Sessions 30min+	370	307	83%
Existing Business Client Sessions 30min+	240	143	60%
Short Duration Sessions < 30min	1200	1627	136%
New Business Start-ups	140	130	93%
Jobs Created	360	502	139%
Workshop Participants	210	971	462%



SBC NWM Performance 2009-10 comparisons with FY 2007-08, 2008-09

4. ADDITIONAL ACTIVITIES OVER THE PAST TWELVE MONTHS

- *Introduction to operating a small business.*

The Centre continued to deliver its free introductory workshop "Starting in Business" with mixed results. A number of sessions were cancelled due to under subscription.

We have now followed SBDC's lead and changed the format of the workshop to BizBasics and a push needs to be made for all new start up inquiries to get them booked onto the BizBasics workshop

- *Local Business Associations and Council Economic Develop Teams*

The Centre continued to work closely with the Joondalup Business Association (JBA) and the Wanneroo Business Association (WBA) and regularly supported their member events through attendance and promotional activities.

The Manager has continued to foster close relationships with the Cities Economic Development Teams. And has re-established a good rapport with both EDO's

- *Joondalup Business Centre (JBC) (incubator).*

Regular informal meetings have been held with the Manager of the JBC and a number of SBC training events have also been held at the Centre.

5. STAFF TRAINING & DEVELOPMENT

There have been significant issues in staff retention over the last financial year and this is a major issue for the management committee of SBC NWM.

The resignation of the current manager is now the 5th manager resignation in as many years and the Management Committee need to carefully review the structure of the centre and funding and ensure salaries are commensurate with the roles and skill levels of personnel.

In terms of development, Kathleen Dillon has completed her Cert IV in Training and Assessment.

6. PUBLICITY & PROMOTIONS

6.1 Website

The website has been updated and one of the new receptionist's roles will be to ensure the content of the website remains valid

6.2 Advertising and Publicity

The Community News was used for advertising of workshops but this has proven expensive with little result.

However we did get a number of media releases published on workshops and items of interest regarding legislation affecting the business community

During the year, the Centre took part in a television marketing campaign as part of a Metro Zone initiative. While the other Metro Zone offices claim the advertising produced strong inquires, this centre saw no benefit with all clients over a 3 month period surveyed and not one respondent confirmed they had seen the advertisement.

The Metro Zone have sought funding from SBDC to repeat the campaign, however the quality of the advertisement (both content and production) needs to be addressed if SBCNWM is going to consider contributing financially toward the next campaign.

6.3 Public Relations

Over the year, the Centre has continued to foster relationships with key stakeholders in the region and specifically, the Manager has built strong ties with the following stakeholders:

- Business Growth Centre
- Capricorn Village Joint Venture
- City Of Joondalup
- City of Wanneroo
- Community News
- Joondalup Business Association
- Joondalup Business Centre
- SBDC
- Wanneroo Business Association
- West Coast Institute of Training
- Yanchep Beach J/V
- Yanchep Tourism Network

7. PROJECTED CASH FLOW BUDGET

See attached

8. FINANCIAL REPORT

See attached

9. AUDITED FINANCIAL STATEMENT

See attached

10. EXTRACT OF ASSET REGISTER

See attached

11. STANDARD FORM – ANNUAL MANAGEMENT BOARD AND AUDITOR’S CERTIFICATION STATEMENTS (WHOLE ORGANISATION)

Management Board Certification

I/We hereby certify to the best of my/our knowledge, information, and belief that:

- the accompanying financial statements of *Small Business Centre (Northwest Metropolitan) Inc* comprising the Statement of Financial Performance, Statement of Financial Position, Statement of Cash Flows and the Notes to the Financial Statements for the period *1 July 2009 to 30 June 2010* have been prepared in accordance with Accounting Standards and other mandatory professional reporting requirements in Australia, from proper accounts to present fairly the financial transactions for the period *1 July 2009 to 30 June 2010* and the financial position as at *30 June 2010*; and
- the Management Board and the Organisation have complied with the obligations imposed by the Constitution of the Organisation and the terms and conditions of the Contract.

Office Bearer Signature:



Office Bearer Name:

RUSSELL MARK GREW

Office Bearer Position:

CHAIRPERSON

Organisation Name:

SMALL BUSINESS CENTRE NORTH WEST METRO

Date:

11/10/10

AUDITORS REPORT

To the Members

SMALL BUSINESS CENTRE – NORTH WEST METRO INC

Scope

I have audited the attached receipts & payments statement of **Small Business Centre – North West Metro Inc** as set out for the year ended 30 June 2010 from the invoices, bank statements and ledger books supplied. The Committee is responsible for the preparation and presentation of the financial report and the information contained therein, and it has determined that the basis of accounting used is appropriate to the needs of the committee. I have conducted an independent audit of the income & expenditure statement together with the records supplied, in order to express an opinion on them to the management committee. No opinion is expressed as to whether the basis of accounting used is appropriate to the needs of the committee.

The income & expenditure statement has been prepared for distribution to the committee for the purpose of fulfilling the Committee's accountability requirements. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates, to any person other than the committee or of any purpose other than that for which it was prepared.

Our audit has been conducted in accordance with Australian Auditing Standards. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the receipts & payments statement, and the evaluation of significant accounting estimates. These procedures have been undertaken to form an opinion as to whether in all material respects, the profit & loss statement is presented fairly in accordance with the accrual basis of accounting.

The audit opinion expressed in this report had been formed on the above basis.

Audit Opinion

In our opinion the financial statements of **Small Business Centre – North West Metro Inc** presents a true and fair record and is in accordance with applicable Accounting Standards and other mandatory professional reporting requirements as at 30 June 2010.



Eleanor Shakeshaft FCCA
On behalf of **BAIN & ASSOCIATES**
WANGARA WA
October 8, 2010

Small Business Centre

North West Metro Inc

Financial Statements
For the year ended 30 June 2010

BAIN & ASSOCIATES

1st Floor, 32 Prindiville Drive

WANGARA WA 6065

Phone: (08) 9409 1920 Fax: (08) 9309 2127

Small Business Centre
North West Metro Inc

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North West Metro Inc
Detailed Profit and Loss Statement
For the year ended 30 June 2010

	2010	2009
	\$	\$
<hr/>		
Income		
Small Business Development Corp	128,219.00	127,282.00
City of Joondalup	57,778.00	56,980.00
City of Wanneroo	58,689.00	56,925.00
Other income	16,626.82	12,539.00
Total income	<u>261,312.82</u>	<u>253,726.00</u>
Expenses		
Employee costs	195,921.00	166,258.00
Occupancy costs	19,706.00	14,135.00
Other expenses	56,426.00	57,740.00
Total expenses	<u>272,053.00</u>	<u>238,133.00</u>
Profit (Loss) from Ordinary Activities before income tax	<u><u>(10,740.18)</u></u>	<u><u>15,593.00</u></u>

These financial statements are audited. They must be read in conjunction with the attached Accountant's
 Compilation Report and Notes which form part of these financial statements.

Small Business Centre
North West Metro Inc
Detailed Balance Sheet As At 30 June 2010

	Note	2010 \$	2009 \$
Current Assets			
Cash Assets			
ANZ cheque account		19,434.00	4,436.00
ANZ insurance account		6,302.00	6,280.00
ANZ online saver account		58,098.00	101,286.00
BOQ term deposit		51,964.82	50,000.00
Petty cash		192.00	205.00
		<u>135,990.82</u>	<u>162,207.00</u>
Receivables			
Receivables		347.00	324.00
		<u>347.00</u>	<u>324.00</u>
Current Tax Assets			
GST payable control account		2,998.00	(11,253.00)
		<u>2,998.00</u>	<u>(11,253.00)</u>
Total Current Assets		<u>139,335.82</u>	<u>151,278.00</u>
Non-Current Assets			
Property, Plant and Equipment			
Office equipment		20,520.00	20,520.00
Less: Accumulated amortisation		(9,335.00)	(9,335.00)
		<u>11,185.00</u>	<u>11,185.00</u>
Total Non-Current Assets		<u>11,185.00</u>	<u>11,185.00</u>
Total Assets		<u>150,520.82</u>	<u>162,463.00</u>

These financial statements are audited. They must be read in conjunction with the attached Accountant's Compilation Report and Notes which form part of these financial statements.

Small Business Centre
North West Metro Inc
Detailed Balance Sheet As At 30 June 2010

	Note	2010 \$	2009 \$
<hr/>			
Current Liabilities			
Payables			
Unsecured:			
Creditors & accruals		9,709.00	10,911.00
		<u>9,709.00</u>	<u>10,911.00</u>
Total Current Liabilities		<u>9,709.00</u>	<u>10,911.00</u>
Total Liabilities		<u>9,709.00</u>	<u>10,911.00</u>
Net Assets		<u>140,811.82</u>	<u>151,552.00</u>
 Equity			
Retained profits / (accumulated losses)		140,811.82	151,552.00
Total Equity		<u>140,811.82</u>	<u>151,552.00</u>

These financial statements are audited. They must be read in conjunction with the attached Accountant's
 Compilation Report and Notes which form part of these financial statements.

Small Business Centre
North West Metro Inc
Notes to the Financial Statements
For the year ended 30 June 2010

Note 1: Statement of Significant Accounting Policies

This financial report is a special purpose financial report prepared for use by directors and members of the company. The directors have determined that the company is not a reporting entity.

The report has been prepared in accordance with the requirements of the following Australian Accounting Standards.

AASB 1031: Materiality
AASB 110: Events after the Balance Sheet Date

No other Australian Accounting Standards or other authoritative pronouncements of the Australian Accounting Standards Board have been applied.

The financial report has been prepared on an accruals basis and is based on historic costs and does not take into account changing money values, or except where specifically stated, current valuations of non-current assets.

The following specific accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report:

(a) Property, Plant and Equipment

Property, plant and equipment are carried at cost, independent or directors' valuation. All assets, excluding freehold land and buildings, are depreciated over their useful lives to the company.

(b) Inventories

Inventories are measured at the lower of cost and net realisable value. Costs are assigned on a first-in first-out basis and include direct materials, direct labour and an appropriate proportion of variable and fixed overhead expenses.

Small Business Centre
North West Metro Inc
Notes to the Financial Statements
For the year ended 30 June 2010

2010

2009

Note 2: Revenue

Operating Activities:

Other sales revenue	244,686.00	241,187.00
Other operating revenue:		
Other income	16,626.82	12,539.00
	<u>261,312.82</u>	<u>253,726.00</u>

Note 3: Cash assets

Bank accounts:

ANZ cheque account	19,434.00	4,436.00
ANZ insurance account	6,302.00	6,280.00
ANZ online saver account	58,098.00	101,286.00
BOQ term deposit	51,964.82	50,000.00
Other cash items:		
Petty cash	192.00	205.00
	<u>135,990.82</u>	<u>162,207.00</u>

These financial statements are audited. They must be read in conjunction with the attached Accountant's Compilation Report and Notes which form part of these financial statements.

Small Business Centre
North West Metro Inc
Directors' Declaration

The directors have determined that the company is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies prescribed in Note 1 to the financial statements.

The directors of the company declare that:

1. the financial statements and notes, present fairly the company's financial position as at 30 June 2010 and its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements;
2. in the directors' opinion, there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors.

Dated: 11/10/2010



Small Business Centre
North West Metro Inc
Compilation Report to Small Business Centre

We have compiled the accompanying special purpose financial statements of Small Business Centre, which comprise the balance sheet as at 30 June 2010, the income statement for the year then ended, a summary of significant accounting policies and other explanatory notes. The specific purpose for which the special purpose financial statements have been prepared is set out in Note 1.

The Responsibility of the Directors of Small Business Centre

The directors of Small Business Centre, are solely responsible for the information contained in the special purpose financial statements and have determined that the significant accounting policies adopted as set out in Note 1 to the financial statements are appropriate to meet their needs and for the purpose that the financial statements were prepared.

Our Responsibility

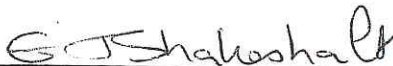
On the basis of the information provided by the directors of Small Business Centre, we have compiled the accompanying special purpose financial statements in accordance with the significant accounting policies adopted as set out in Note 1 to the financial statements and APES 315: Compilation of Financial Information.

Our procedures use accounting expertise to collect, classify and summarise the financial information, which the Directors provided, in compiling the financial statements. Our procedures do not include verification or validation procedures. No audit or review has been performed and accordingly no assurance is expressed.

The special purpose financial statements were compiled exclusively for the benefit of the directors of Small Business Centre. We do not accept responsibility to any other person for the contents of the special purpose financial statements.

1st Floor, 32 Prindiville Drive
WANGARA WA

BAIN & ASSOCIATES



8 October, 2010

Small Business Centre North West Metro Budget and Cashflow Forecast 2010-2011

	Budget for Yr	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June
Cash B/F		133,834	108,430	85,616	55,675	166,681	267,053	247,252	225,528	206,476	180,087	161,488	140,745
Income													
SBDC	130,381				130,381								
CofW	59,800					59,800							
CoJ	59,800					59,800							
Bank Interest	6,184	418	339	268	174	521	835	773	705	645	563	505	440
Sponsorship	30,000												
Total Income	286,165	418	339	268	130,555	120,121	835	773	705	645	563	505	440
Expenditure													
ACT Upgrade	400		400										
Audit Fees	2,453			2,453									
Australia Post PO Box	123								123				
Bank Fees	420	35	35	35	35	35	35	35	35	35	35	35	35
BEC sub - assoc. membership	825											825	
Bookkeeping	7,722	594	594	743	594	594	743	594	594	743	594	594	743
Communication - ADSL	1,429	130	130	130	130	130	130	130	130	130	130	130	130
Communication - Mobiles	2,100	157	147	147	151	147	148	373	233	148	148	192	109
Communication - Telephone	7,509	657	688	444	659	596	635	894	697	560	642	649	388
Computer Repairs/Maintenance	500								500				
Computer Services	4,020	130	1,940	130	260	130	260	130	260	130	260	130	260
FMRC benchmarking Toolkit sub	792												792
Gifts	200			50			50			50			50
IBIS World sub	400	400											
Insurance	2,513	3,713	1,200										
JBA Directory	350						350						
Library/Manuals	1,394	107		216	180	99		138	250			355	50
Marketing Campaign	5,000	2,500						2,500					
Mileage	2,133	178	90	286		166	318	226	201		148	304	217
MY Business Sub	544	189				178						178	
MYOB Subs	459					459							
Networking - Facilitator	402		273	32		32				41			25
Networking - Manager	1,156	66	257	100	64		91		156	187	18	85	133
Newsletters (Woocom)	2,295	222	143	141	378	221	125	125	126	126	131	92	465
Office Equipment	541				500						41		
Parking	298	18	44	27		35	17	24	13	5	94	14	8
Personal Development	729											646	83
Postage	375		7	102			8	11	112		100		35
Rent (J)	15,600	1,300	1,300	1,300	1,300	1,300	1,300	1,300	1,300	1,300	1,300	1,300	1,300
Rent (W)	2,656			664			664			664			664
SBDC state conference	175						175						
Sponsorship	300		150										150
Staff Amenities	230	5	3	31		116	7			27		14	28
Staff Recruitment	1,500		1,500										
Staff Bonus @10% of wages	18,050												
Staff Superannuation	15,795	1,215	1,215	1,823	1,215	1,215	1,215	1,215	1,215	1,823	1,215	1,215	1,215
Staff Wages inc taxes	175,500	13,500	13,500	20,250	13,500	13,500	13,500	13,500	13,500	20,250	13,500	13,500	13,500
Stationery	3,419	180	319	298	215	197	276	286	71	233	588	547	210
Stationery Printing	3,378	281	249	536	124	294	213	771		145		196	568
Subscriptions	-												
Travel/Accommodation	450		23	28		65	134			194		6	
Website Development	1,100		1,100										
Website Maintenance/Hosting	492	41	41	41	41	41	41	41	41	41	41	41	41
Wireless laptop - 3G	298	29	29	26	26	26	26	26	26	26	26	26	29
Workshops - room hire	2,112	176	176	176	176	176	176	176	176	176	176	176	176
Total Expenditure	288,138	25,822	23,152	30,209	19,549	19,749	20,635	22,496	19,757	27,034	19,161	21,248	21,404
Net Profit/Loss	- 1,973	- 25,404	- 22,813	- 29,941	111,006	100,372	- 19,801	- 21,723	- 19,053	- 26,389	- 18,598	- 20,743	- 20,964
Closing Cash Balance		108,430	85,616	55,675	166,681	267,053	247,252	225,528	206,476	180,087	161,488	140,745	119,781

SMALL BUSINESS CENTRE NORTH WEST METRO

INVENTORY

Note - this is not the asset register. Inventory includes all non consumable purchases. From 2008/09, all items less than \$5,000 are to be expensed unless otherwise notified.

Date	Location - Joondalup/Wanneroo	Supplier Name	Description	Serial No.	Asset Purchase Price	Expense Purchase Price	SBDC Deferred Capital Grant	Audit 30/06/09	obsoleted
	J - Mgr's office		large bookcase – jarrah	0	<i>These items transferred to SBC (Northwest Metropolitan) Inc as part of set up process from Joondalup Business Association trading as BEC Northwest Metro</i>				
	J - Mgr's office		small bookcase – jarrah	0					
	Joondalup		bookcase – melamine	0					
	J - Mgr's office		2 door cupboard – jarrah	0					
	Joondalup		2 door cupboard – melamine / grey	0					
	J - Mgr's office		5 file draws - jarrah	0					
	Joondalup		visitors chairs	0					
	Joondalup		sofa, 2 seater	0					
	J - Mgr's office		4 drawer metal filing cabinet	0					
	J - Mgr's office		3 drawer metal filing cabinet	0					
	J - Mgr's office		whiteboard	0					
	J - Mgr's office		pinboard	0					
	Joondalup		desk chair with arm rests	0					
	Joondalup		desk chair	0					
	Joondalup		coffee table - melamine / grey	0					
	Joondalup		Metal Display Stand	0					
	Joondalup		Windows XP Home Edition						
	Joondalup		MicroSoft Office 2000						
	Joondalup		Hot CPU Tester 2 Lite						
	Joondalup		Escan Anti Viris	N/A					
	Joondalup		Smart Draw						
	Joondalup		StarOffice 5.2						
	Wanneroo		Benq Data Projector & Soft Case						
2/04/2003	Joondalup		HP Notebook Computer in soft Dell case Windows XP Home Edition	Model No ze4201,(s) TW30506481,	3,098.00				
30/03/2004	Joondalup		Workstation 1800 x 1800		528.00				
30/03/2004	Joondalup		Single File Drawer						
30/03/2004	Joondalup		Hutch 1800 x 1120		506.00				
30/03/2004	Joondalup		25mm Tops						
30/03/2004	Joondalup		1000 Round Table (Cherry & Anthracite)		242.00				
30/03/2004	Joondalup		File Drawer Unit		374.00				
30/03/2004	Joondalup		4 File Drawers / Grey Melamine						
30/03/2004	Joondalup		3 File Drawer / Grey Melamine						
16/06/2004	Joondalup		Basic PC with Celeron 2.67 GHz, 512 RAN, 80GB, HDD, FDD, DVD rom /CD Burner, Logitech mouse & keyboard, XP Pro & office pro academic		1,015.00				
24/03/2006	Joondalup		ServerL P4 3.2 GHz, 2GB ram, 120gb mirrored HDD, FDD, DVD rom, Sony 20/52gb tape drive, Windows SBS 2003 (Server)	Reception?????	3,200.00				
24/03/2006	Joondalup		Basic PC with Celeron 2.67 GHz, 512 RAN, 80GB, HDD, FDD, DVD rom /		1,280.00				

24/03/2006	Joondalup		CD Burner, Logitech mouse & keyboard, XP Pro & office pro academic (Adm) Phillips 17" 170S6FB LCD Black (Admin/ Reception)		390.00			
24/03/2006	Joondalup		Netgear WGR613V firewall, VOIP adaptor, 3 port 10/100 router @ 802.11g wireless access point (White wireless on top of filing cabinet)		199.00			
24/03/2006	Joondalup		Escan SBS		299.00			
24/03/2006	Joondalup		Veritax Backup Exec for SBS 10		1,095.00			
24/03/2006	Joondalup		Sony AIT Cleaning Tape		59.00			
24/03/2006	Joondalup		AIT-E Tape media		174.00			
24/03/2006	Joondalup		MYOB Accounting Plus v 15		595.00			
24/03/2006	Joondalup		HP3392 Laser printer / fax / copier / scanner	CNMJP02888	1,483.00			
24/03/2006	Joondalup		Powerware 5110 1000va 600 watt ups (Black box behind printer on floor)		275.00			
24/03/2006	Joondalup		Xnet 5 port switch (blue box on top of filing cabinet)		35.00			
24/03/2006	Joondalup		Thor A1 52000 amp protection		179.00			
24/03/2006	Wanneroo		Thor A1 52000 amp protection		179.00			
24/03/2006	Joondalup		Kyocera FS1020D Black & White Laser (Printer in Manager's cupboard)	XZT5X09774	499.00			
24/03/2006	Wanneroo		Netgear WGR613V firewall, VOIP adaptor, 3 port 10/100 router @ 802.11g wireless access point		199.00			
24/03/2006	Wanneroo		Basic PC with Celeron 2.67 GHz, 512 RAM, 80GB, HDD, FDD, DVD rom / CD Burner, Logitech mouse & keyboard, XP Pro & office pro academic		1,280.00			
24/03/2006	Wanneroo		Phillips 17" 170S6FB LCD Black		390.00			
6/06/2006	Wanneroo		Maxtor 80GB Sata 150 7200 8MB (inside Geoff's computer)		125.00			
6/06/2006	Wanneroo		Adaptec Serial ATA Raid 1210SA (inside Geoff's computer)		285.00			
6/06/2006	Wanneroo		ACT Today Software		211.50			
6/06/2006	Joondalup		ACT Today Software		211.50			
6/06/2006	Joondalup		ACT Today Full Software		834.00			
6/06/2006	Joondalup		Phillips 17" 170S6FB LCD Black (Manager)	BZ000551235041	400.00			
6/06/2006	Joondalup		512 MB DD 400MHZ RAM		125.00			
6/06/2006	Wanneroo		Alum Mag Whiteboard		74.98			
6/06/2006	Wanneroo		Alum Fr Cork Board		74.98			
6/06/2006	Joondalup		Building Signs - outside		310.75			
6/06/2006	Wanneroo		Building Signs - outside		310.75			
6/06/2006	Joondalup		Rigid PVC Signs - inside		192.00			
6/06/2006	Wanneroo		Rigid PVC Signs - inside		96.00			
6/07/2006	Joondalup		NOK 6230i GSM Handset / Supertooth Bluetooth Car Kit / Leather Case		185.00			
7/08/2006	Joondalup	Ocean Advertiser	Two display banners based on A3 posters			1,318.18		
24/08/2006	Joondalup		Desk 1650 x 750 x 720mm Top Over - Seal Gray		389.00			
15/09/2006	Joondalup	Dymocks	Act6 for Dummie			39.95		
15/05/2007	Joondalup	Officeworks	Laminator A3	20386		129.98		
12/06/2007	Joondalup	SBDC	IBIS World			165.00		
21/06/2007	Joondalup	Officeworks	2 Hole Punch Sy-Marbig			21.98		
12/07/2007	Joondalup	Dick Smith Electronics	Digitor 7m RJ12Mod Linecord			18.98		
8/11/2007	Joondalup	Don't pay Retail	Photoshop CS3 WIN FPP			845.61		
15/11/2007	Joondalup	Woolworths	Wine Goblets 8Pk			4.70		
6/02/2008	Joondalup	Joondalup Office National	X-Stamper entered blue			13.46		
15/03/2008	Joondalup	Kmart	Quatro wall clock			10.99		
21/04/2008	Joondalup	Officeworks	Belkin USB Cable A-5 pin 3m (for projector)			24.95		
28/04/2008	Joondalup	Purvorg	1GB of RAM			75.00		
28/04/2008	Joondalup	Purvorg	eScan corp Licence 3 yrs			425.50		
1/05/2008	Joondalup		Samsung 350N Printer Color Laser				405.00	
12/05/2008	Joondalup	Joondalup Office National	Binding Machine	890770923		249.00		
10/06/2008	Wanneroo	Kmart	Sierra Wall Clock			8.99		
10/06/2008	Joondalup	Kmart	2 slice toaster			9.99		
10/06/2008	Joondalup	Allphones	Cellnet Nokia 6500 slider (cover) x2			20.00		
3/07/2008	J - Mgr's office		Acer Veriton M460, MS Office 2007, Extra 1GB Memory	VTM4149600SE			1,243.00	

3/07/2008	Joondalup	Thames Computer Groups	Acer Veriton, extra 1GB memory, MS 2007 Office			1,130.00		
8/07/2008	Joondalup	Australia Post	Shredder			27.95		
17/07/2008	Joondalup	Joondalup Office National	Esselite Stapler			9.45		
22/07/2008	Waneroo	Kmart	Cordless Mouse			49.95		
9/09/2008	Joondalup	Woolworths	Wine Glasses 4pk x2			20.96		
14/10/2008	Joondalup	FMRC Benchmarking	Benchmarking toolkits			561.00		
6/11/2008	Joondalup (Michelle originally at Wanneroo)	BizQuip	Acer Veriton M460, MS Office 2007	VTM4171510ZE		1,683.00		
6/11/2008	Joondalup	BizQuip	Procurve Switch 1800-8G	CN810XM0WQ		1,430.00		
6/11/2008	Joondalup	BizQuip	Procurve Switch			600.00		
6/11/2008	Wanneroo	BizQuip	Acer Veriton, MS Office 2007			1,250.00		
19/11/2008	Joondalup		ACT 11.0 (2009) Software (Reception & Manager)			351.33		
19/11/2008	Wanneroo		ACT 11.0 (2009) Software (Facilitator)			175.66		
21/11/2008	Joondalup	Hewlett Packard	HP Laptop ZE4201, Officejet Mobile Printer, Notebook Case, XP Professional and Keyboard & Mouse bundle	L/T-(s)TW0506481 Printer - CN8351807G		2,330.00		
15/01/2009	Joondalup	Joondalup Office National	Sharp Calculator			15.15		
16/02/2009	J- Mgr's office	Officeworks	Logitech Ex-90 Cordless and Cordless Mouse	LZ8300H00L6		49.83		
16/02/2009	J - Mgr's office	Officeworks	HP Colour Laserjet CP1215	CNBJ&CRON4		199.00		
21/02/2009	Joondalup	Officeworks	Grey Computer Chair			199.00		
10/03/2009	Joondalup	Bunnings	Powersurge 4 gang extension			24.95		
10/03/2009	Joondalup	Bunnings	Power Cord			16.67		
13/03/2009	Joondalup	Joondalup Office National	X-stamper red			17.05		
30/03/2009	Joondalup	Joondalup Office National	Laptop trolley			109.00		
3/04/2009	Joondalup	Officeworks	Logitech Ex-90 Cordless	LZ8300HOOK4		49.83		
7/04/2009	Joondalup	Officeworks	5 drawer desktop file			9.99		
7/04/2009	Joondalup	Officeworks	Deskmate approved stamp			13.49		
29/04/2009	Joondalup	Bunnings	Charger Energizer x2			57.56		
4/05/2009	Joondalup	Joondalup Office National	Brochure Holder (Four Tier)			24.40		
5/05/2009	Joondalup	Officeworks	Grey Chair			199.00		
5/05/2009	Joondalup	Officeworks	Logitech Cordless Desktop			54.94		
5/05/2009	Joondalup	Officeworks	Sandisk Cruzer			19.95		
5/05/2009	Joondalup	Officeworks	Fellowes Mouse Pad Blue			6.50		
5/05/2009	Joondalup	Officeworks	10-dig lge pocket calc			8.99		
5/05/2009	Joondalup	Officeworks	Office Scissors			6.28		
5/05/2009	Joondalup	Officeworks	Drawer Tidy black			5.24		
5/05/2009	Joondalup	Officeworks	Document tray black			19.32		
20/05/2009	Joondalup	That Works	Modem/Wireless/Router			150.00		
29/05/2009	Joondalup	ACT Today	ACT Today Licence - Co-Ordinators			209.00		
30/05/2009	Joondalup	Joondalup Office National	Brochure Holder (Four Tier)			24.42		

TOTALS

21,398.46 8,521.13 7,617.99

24.06.2009	Joondalup	FAAST COMPUTERS	HP 2140 Netbook computer with Win XP Pro, free DVD drive	CNU9202XMI	\$1,287.00			
24.06.2009	J - Mgr's office	FAAST COMPUTERS	Viewsonic VA2216W 22" wide LCD Monitor	QTR091700169				
24.06.2009	Joondalup	FAAST COMPUTERS	3 x Microsoft office 2007 Small Business Edition			\$1,188.00		
7.07.2009	Joondalup	Officeworks	Sony 1g Digital Voice Recorder	1002279	\$99.00			
17.08.2009	Joondalup	Crazy Clarks	Storgae Box			\$8.29		
17.08.2009	Joondalup	Crazy Clarks	Lunch Box			\$2.99		
17.08.2009	Joondalup	Crazy Clarks	Glass Jar			\$1.99		
17.08.2009	Joondalup	Crazy Clarks	Glass Jar			\$1.99		
17.08.2009	Joondalup	Crazy Clarks	Glass Jar			\$1.99		
17.08.2009	Joondalup	Crazy Clarks	Powerboard Surge 4 Way			\$7.99		
18.09.2009	Joondalup	Joondalup Office National	Verbatim 2GB USB Flashdrive			\$20.85		
18.09.2009	Joondalup	Joondalup Office National	Stamp Entered			\$17.05		
22.09.2009	Joondalup	Joondalup Office National	Document Tray Gray x 2			\$13.02		
22.09.2009	Wanneroo	Joondalup Office National	Card Holder Smoke			\$2.76		
22.09.2009	Joondalup	Wanneroo Trophy Shop	Name Badge - Barbara Ison			\$15.00		
30.09.2009	Joondalup	Officeworks	Euromat Lowpile Chair Mat			113.00		

2.11.2009	Joondalup	Joondalup Office National	Date Stamp Received			7.55		
9.12.2209	Joondalup	Wanneroo Trophy Shop	Name Badges - BT & MC			34.00		
28.01.2010	Wanneroo	Wanneroo Trophy Shop	Name Badge - Kathleen Dillon			15.00		
14.03.2010	Joondalup	Secure IT	Elements WD 500GB + PC Geil 2GB DDR		\$224.35			
01.04.2010	Joondalup	Officeworks	Wireless Keyboard and Mouse	Keyboard - C3K1045 - Mouse - 90637	\$40.82			
15.04.2010	Joondalup	Joondalup Office National	Marbig Expanding File			8.50		
15.04.2010	Joondalup	Joondalup Office National	Magazine Boxes			7.60		
04.05.2010	Joondalup	Dell	Optiplex 780SF Base Computer	FM78526	\$1,371.00			
			Keyboard	LZ008BD0D4M				
			Screen	453010100321R				
04.05.2010	Wanneroo	Dell	Optiplex 780SF Base Computer	Computer DM78525	\$1,371.00			
				CN0U473D4475102N02Z DA00				
			Keyboard					
			Screen	453010100321R				
			Mouse	29640563380				
13.04.2010	Joondalup		3 iPhone 3G S 16GB Black	012164005095328	\$879.00			
12.05.2010	Joondalup	Joondalup Office National	Carousel Stand		\$420.64			
14.05.2010	Joondalup	Officeworks	Guillotine	0940		29.88		
14.05.2010	Joondalup	Officeworks	Scissors			3.48		
14.05.2010	Joondalup	Officeworks	Nalclip Disp			6.14		
	Joondalup		Fellowes Shredder PS67CS	091023 GB 0017023				
22.05.2010	Joondalup	Dell	22" widescreen flat panel monitor	CN-OR207H-74261-98A- 4YNU	\$137.39			
30.06.2010	Joondalup	Officeworks	Office chair		\$250.00			

**SMALL BUSINESS CENTRE
(NORTH WEST METROPOLITAN) Inc.**



**SERVICE DELIVERY
PLAN**

1 JULY 2010 – 30 JUNE 2011

SERVICE DELIVERY PLAN

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1. EXECUTIVE SUMMARY

The 2010 - 2011 Service Delivery Plan provides an overview of the Small Business Centre (North West Metropolitan) Incorporated's [hereinafter referred to as the Centre] geographical area and the economic trends and social needs facing the North West Metropolitan service delivery area [herein after referred to as the Region]. This Plan also provides information on the Centre's stakeholders, statistical requirements, and a detailed cash flow budget for the period, which demonstrates short term viability based on current funding streams.

The Centre provides a free service to new and established businesses in the North West metropolitan corridor of Perth, from Girrawheen to Yanchep and serves the needs of small business operators in the region by providing confidential and practical assistance on a wide range of business related issues including:

- Practical business coaching
- Reference to specialist advisers
- Help through the maze of government departments and regulations
- Problem solving
- Marketing
- Financial management
- Legal structures
- Business licences
- Customer service
- Staffing matters
- Business planning
- Govt. regulations
- Finance

In doing so the Centre actively promotes, encourages and supports the economic development of the local government areas (LGAs) of the City of Wanneroo and the City of Joondalup, an approximate size of 784 square kilometres.

The estimated population of the North West Corridor for the year ended 30 June 2009 was 306,613 (Joondalup – 162,195, Wanneroo – 144,418). This represents a growth of approximately 12% over the last 3 year funding agreement period with the majority of this growth occurring in the City of Wanneroo.

Based on 2006 Census data, 35% of the population in both Joondalup and Wanneroo were born overseas, which has historically produced a large number of inquiries from people wishing to establish business and who had little or no knowledge of the requirements for setting up or running a small business in Australia.

Ensuring that these services are delivered in a cost effective and satisfactory manner within such a large and diverse region requires careful strategic planning and operational management. The Centre's Management Committee recognises the need to work collaboratively with all stakeholders and strives to ensure that the Centre is a vital contributor to the ongoing economic development and health of the region.

The Centre has two leased offices. The main office is in Joondalup at 4/189 Lakeside Drive and is shared with the Joondalup Business Association and Employfast (a division of the Chamber of Commerce and Industry). A second office is located in Wanneroo at Enterprise House, 935 Wanneroo Road, which is shared with the City of Wanneroo's Economic Development Team and the Wanneroo Business Association.

The Centre is funded by three stakeholders - The Small Business Development Corporation (SBDC) (52%), the City of Joondalup (CofJ) (24%) and the City of Wanneroo (CofW) (24%). The Centre also generates a nominal income from other sources such as seminars and sale of books.

Staffing levels will comprise 3 full time staff with the following office representation:

Joondalup Office

- The Centre Manager (Bruce Thomas) is responsible for the day to day operational management and service delivery of the Centre and also assists in the provision of facilitation services.
- The receptionist/administrator is the window of the organisation and is the first point of contact for all clients as well as providing general office administration support to the Centre Manager and the facilitator and assistance with organising workshops.

Wanneroo Office

- The Business Development Facilitator (Kathleen Dillon) provides the majority of the facilitation services and also facilitates the Starting in Business workshops held monthly in Joondalup and Wanneroo.

Professional Development of all staff is ongoing to ensure they have the skills and knowledge required to provide a quality and effective service in accordance with the funding agreements of the three key stakeholders.

Bruce holds a Diploma in Business Studies and Kathleen is completing her Cert IV in Training and Assessment.

The coming year will be challenging for the Centre in light of the current economic conditions which are negatively impacting business confidence as evidenced by the following:

- Home-building recovery to stall in 2011, says HIA (28/06/10)
- The Melbourne Institute bulletin of economic trends March 2010 reported deteriorating household economic conditions as financial conditions in WA fell to minus 17.7 per cent - the worst of all states and territories
- NAB business confidence survey May 2010 key survey results report
 - Business confidence fell sharply in May, especially in mining, wholesale and manufacturing. Global financial market instability and sharp declines in the AUD and equity prices were probably contributing factors.
 - Trading and employment conditions were broadly unchanged but profitability was weaker. Conditions in mining and construction up strongly, but recreation, finance and wholesale down sharply. Business conditions strongest in mining, construction and transport, and weakest in retail
- Consumer confidence extends retreat (09/06/2010 – Business Day – The age.com.au) Consumer confidence has fallen again, marking the biggest back-to-back monthly falls in more than two years, as stock market plunges and the heated mining tax debate rattled sentiment.
- The Westpac Melbourne Institute consumer sentiment index dropped by 5.7 per cent in June, a third consecutive monthly fall, to 101.9 from 108 in May as Australians took a more pessimistic view of the economy. Combined with May's 7 per cent fall, June's slide notched the biggest two-month drop since March 2008, near the worst period in the global financial crisis
- "The Australian Industry Group-PricewaterhouseCoopers performance of manufacturing index fell 3.5 points - Growth in manufacturing employment and wages strengthened in May but slowing growth in manufacturing production, new orders, inventories and supplier deliveries led to a fall in the number of sub-sectors expanding and the patchiness of the past several months also continues and there are worrying signs of weakness among the consumer-related sub-sectors of the industry (Heather Ridout AAP 01/06/2010),"

These economic conditions are expected to remain for some time which will result in a further decline in the number of new business inquiries.

Therefore, the focus for the Centre over the next 12 months will be with existing businesses and how we can assist them to expand or to maintain their market presence.

The above State wide economic issues will directly affect our service delivery area however the Centre will not single-handedly resolve these issues, but instead we will participate in alliances, forums and discussions with stakeholders (including but not limited to the City of Wanneroo, City of Joondalup, Wanneroo Business Association and Joondalup Business Association) and assist where possible without putting at risk our core services.

SBC NORTH WEST METRO'S STRATEGIC DIRECTION

The Small Business Centre North West Metro (*the Centre*) was established in January 2006 to service the needs of the small business community in the area covered by the Cities of Joondalup and Wanneroo in the Northwest Metropolitan Region of Perth. A small business is generally accepted to have less than 20 employees.

The role played by the Centre is considered vital to the ongoing economic development and health of the region in that it assists in the creation of wealth by facilitating:-

- The establishment of new Small Businesses.
- The growth of existing Small Businesses.
- The growth of local employment opportunities within the context of Small Business.

Mission

Create and support opportunities to build the capacity of small business enterprises, both start-up and existing, through targeted business support and skills development services and the promotion of innovation and entrepreneurship opportunities in the Region

Our Mission will be achieved by:

- Maintaining a public profile to ensure that prospective clients are aware of our services.
- Providing facilitation services to proposed and existing small business owners/managers.
- Increasing client awareness of other sources of information available to them in establishing or improving their small businesses.
- Providing referral services for clients to specialist advisors including accountants, lawyers and insurance brokers.
- Providing business skills development workshops and seminars for small business clients.
- Working co-operatively with regional stakeholders to identify opportunities to provide improved service delivery in terms of quality, quantity and availability.
- Maintaining staff professionalism and integrity at high levels to ensure that clients are treated with the utmost courtesy, respect and confidentiality.
- Maintaining the efficient allocation of financial, personnel and physical resources so that the resource allocation to the service of clients is maximised.

Strategic Objectives

The following objectives have been set by the Management Committee as priority areas for 2010-2013. These six objectives are designed to assist the Centre to achieve its Mission.

Objective 1:

To be known as the provider of choice for small business assistance, information and training services in the northwest metropolitan region.

Objective 2:

To maintain and continuously improve the quality and capacity of services to existing businesses and new business startups.

Objective 3:

To improve coverage of core and fee-for-service activities in ways that is equitable across the region.

Objective 4:

To enhance the Centre's strategic processes and to ensure effectual management of its human resources.

Objective 5:

To maintain financial viability and to achieve funds in reserve.

Objective 6:

To enhance the profile and credibility of the Centre within the local business community and with current and potential stakeholders.

These objectives will be achieved through the following activities:

- a. continue to provide free guidance and assistance consultations to new and existing business operators in:
 - Business Licences
 - Business Planning
 - Buying and Selling a business
 - Customer Service
 - Feasibility studies and Market research
 - Financial Management – strategic and operational
 - Government regulations
 - Grants, subsidies & Finance
 - Insolvency and Debt collection
 - Legal Structures
 - Marketing, Advertising and Promotions
 - Problem solving and ideas generation/exploration
 - Staffing matters
 - Tax matters
- b. Continue to provide free or low cost business seminars aimed at clients who want to go into business or operators of newly established businesses. The workshops will mirror the BizBasics workshop conducted by SBDC and will be run monthly in each location at Joondalup and Wanneroo.
- c. Provide low cost training services to assist existing business operators to sustain and grow their business. The proposed number of seminars for the forthcoming year will increase from last year with a focus on the standard of the training, the relevance to existing economic conditions, and the marketing of the events.
- d. Work closely with the Cities, ECU, West Coast TAFE, Government departments, industry associations, developers, registered training organisations and high schools to support those organisations' planning and provision of professional, personal and business development learning opportunities within the Region.
- e. Provide adequate resources and training for staff in the Centre to maintain and enhance quality customer service across all the SBC NWM's activities.
- f. Continue to work with and liaise with the Economic Development Teams in the City of Joondalup and City of Wanneroo to foster high performing industries targeted in the Cities respective Economic Development Plans.

2. MARKET ANALYSIS

2.1 The Service Delivery Area

The Centre services the Local Government Areas of:

- City of Wanneroo
- City of Joondalup

The primary area over which the services of the Centre are delivered, is known as the Northwest Corridor and extends over an approximate area of 784 square kilometres.

The estimated population of the area in 2009 was 306,343 (Joondalup – 162,195, Wanneroo – 144,148), represents a growth from 2008-2009 of 1.1% for Joondalup and 7.1% for Wanneroo as identified in the graph overleaf.

Regional Population Growth, Australia (Released at 11.30am (Canberra time) 30 March 2010)

Estimated Resident Population, Local Government Areas, Western Australia

Local Government Area	ERP at 30 June		Change		State Rank (2008-2009)	
	2008r no.	2009p no.	2008r-2009p no.	%	Fastest growth(b) no.	Largest growth no.
Wanneroo (C)	134615	144148	9533	7.1	3	1
Stirling (C)	193815	198803	4988	2.6	34	2
Swan (C)	105713	110051	4338	4.1	16	3
Rockingham (C)	96324	100231	3907	4.1	17	4
Cockburn (C)	84878	88702	3824	4.5	12	5
Mandurah (C)	64960	68269	3309	5.1	8	6
Gosnells (C)	100862	104022	3160	3.1	22	7
Armadale (C)	55580	58153	2573	4.6	11	8
Canning (C)	85478	87562	2084	2.4	40	9
Perth (C)	15153	17093	1940	12.8	1	10
Joondalup (C)	160412	162195	1783	1.1	62	11

Economic Overview Joondalup –Wanneroo Region



Defined Area: Joondalup (C) and Wanneroo (C)

Population: 260,613

Gross Regional Product (\$M): \$8,398.007

Per Capita Gross Regional Product (\$'000): \$32.224

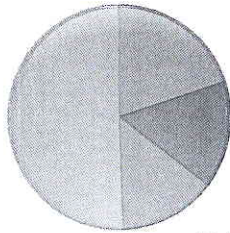
Output

Total Output in the area is estimated at \$16,061.103 million.

The major contributors to output are:

Industry Sector	\$M	%
Manufacturing	\$3,210.770	20.0 %
Construction	\$2,508.395	15.6 %
Property & business services	\$2,236.577	13.9 %
Other	\$8,105.361	50.5 %

Output (\$M)



Joondalup (C) and Wanneroo (C) (Jun 2011)

- Manufacturing \$3,210.770
- Construction \$2,508.395
- Property & business services \$2,236.577
- Other \$8,105.361

REEMPLIAN

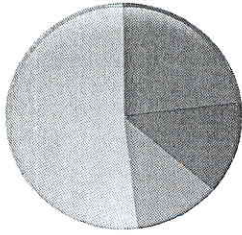
Employment

Total Employment in the area is estimated at 55,633 jobs.

The major contributors to employment are:

Industry Sector	Jobs	%
Retail trade	12,890	23.2 %
Education	7,345	13.2 %
Health & community services	6,577	11.8 %
Other	28,821	51.8 %

Employment (Jobs)



Joondalup (C) and Wanneroo (C) (Jun 2010)

- Retail trade 12,890
- Education 7,345
- Health & community services 6,577
- Other 28,821



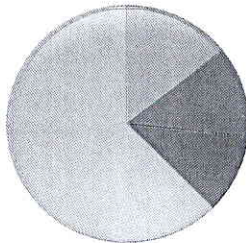
Value-Added

Total Value-added in the area is estimated at \$7,055.334 million.

The major contributors to value-added are:

Industry Sector	\$M	%
Property & business services	\$1,018.184	14.4 %
Retail trade	\$876.100	12.4 %
Education	\$765.293	10.8 %
Other	\$4,395.757	62.3 %

Value Added (\$M)



Joondalup (C) and Wanneroo (C) (Jun 2010)

- Property & business services \$1,018.184
- Retail trade \$876.100
- Education \$765.293
- Other \$4,395.757



REMFile

Joondalup (C) and Wanneroo (C), AAA + TAM, Jun 2010

Data sourced from:

- 2006, ABS, Census JTW Employment Data
- 2005 / 2006, ABS, National Input Output Tables
- June 2009, ABS, Gross State Product

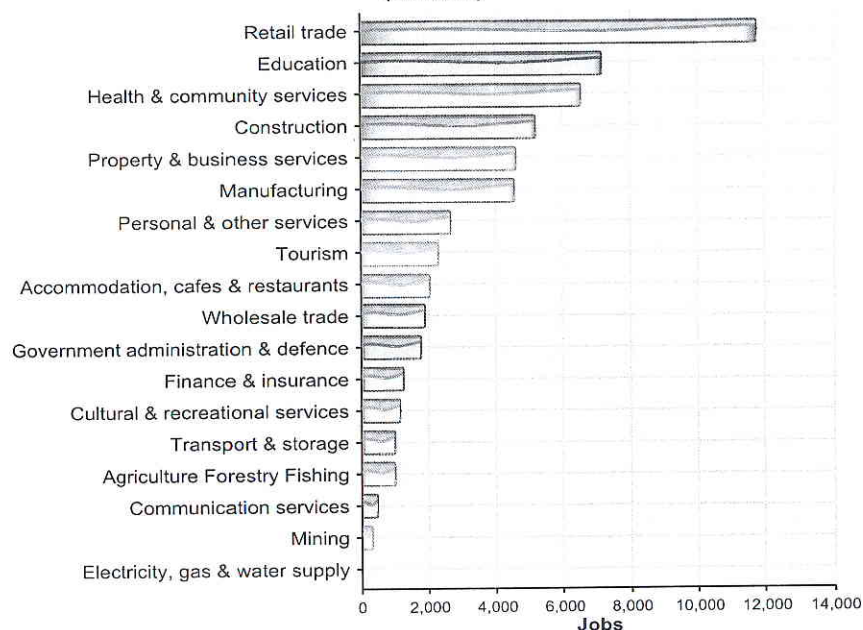
Employment Report with Tourism Sector

This report shows the number of employees whose place of work is located within Joondalup (C) and Wanneroo (C).

The estimated employment generated by tourism for each industry sector has been deducted and consolidated into a separate tourism sector.

The total employment estimate for Joondalup (C) and Wanneroo (C) is 55,633 jobs

**Employment (with separate Tourism Sector) (Jobs) - Joondalup (C) and Wanneroo (C)
(Jun 2010)**



All industry sectors in Joondalup (C) and Wanneroo (C) ranked by Employment

Joondalup (C) and Wanneroo (C) (Jun 2010)

Industry Sector	Jobs	%
Retail trade	11,730	21.09 %
Education	7,138	12.83 %
Health & community services	6,553	11.78 %
Construction	5,185	9.32 %
Property & business services	4,584	8.24 %
Manufacturing	4,530	8.14 %
Personal & other services	2,678	4.81 %
Tourism	2,313	4.16 %
Accommodation, cafes & restaurants	2,020	3.63 %
Wholesale trade	1,882	3.38 %
Government administration & defence	1,797	3.23 %
Finance & insurance	1,270	2.28 %
Cultural & recreational services	1,140	2.05 %
Transport & storage	985	1.77 %

Joondalup (C) and Wanneroo (C) (Jun 2010)

Industry Sector	Jobs	%
Agriculture Forestry Fishing	985	1.77 %
Communication services	447	0.80 %
Mining	309	0.56 %
Electricity, gas & water supply	86	0.15 %
Total	55,633	

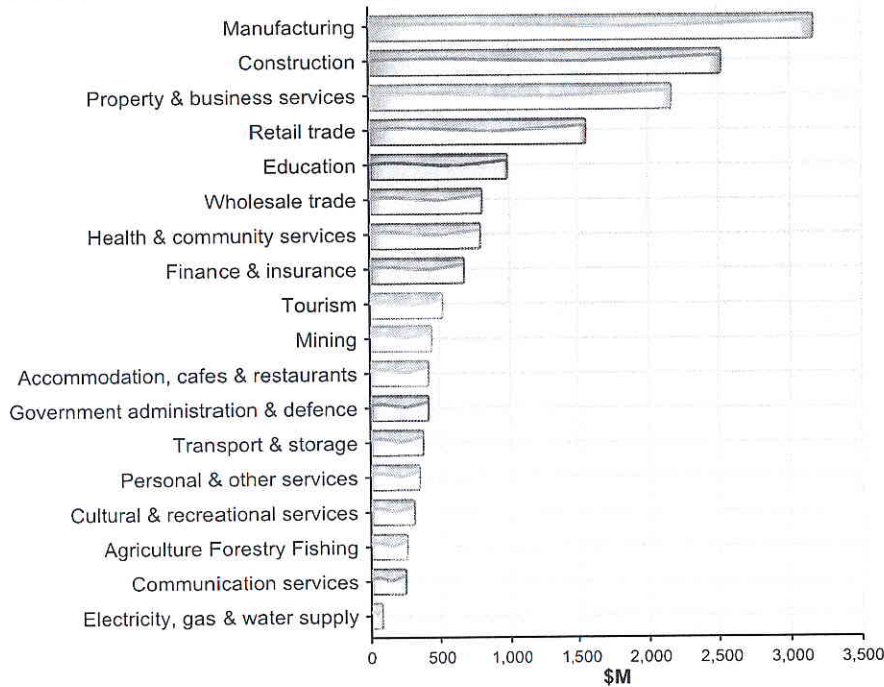
Joondalup Wanneroo Output Report with Tourism Sector

This report shows the gross revenue generated by businesses and organisations in Joondalup (C) and Wanneroo (C).

The estimated output generated by tourism for each industry sector has been deducted and consolidated into a separate tourism sector.

The total output estimate for Joondalup (C) and Wanneroo (C) is \$16,061.103 million.

Output (with separate Tourism Sector) (\$M) - Joondalup (C) and Wanneroo (C) (Jun 2010)



All industry sectors in Joondalup (C) and Wanneroo (C) ranked by Output

Joondalup (C) and Wanneroo (C) (Jun 2010)

Industry Sector	\$M	%
Manufacturing	\$3,157.516	19.66 %
Construction	\$2,508.395	15.62 %
Property & business services	\$2,163.792	13.47 %
Retail trade	\$1,561.336	9.72 %
Education	\$981.943	6.11 %

Joondalup (C) and Wanneroo (C) (Jun 2010)		
Industry Sector	\$M	%
Wholesale trade	\$808.829	5.04 %
Health & community services	\$791.535	4.93 %
Finance & insurance	\$674.497	4.20 %
Tourism	\$514.686	3.20 %
Mining	\$444.329	2.77 %
Accommodation, cafes & restaurants	\$419.437	2.61 %
Government administration & defence	\$416.776	2.59 %
Transport & storage	\$372.605	2.32 %
Personal & other services	\$346.037	2.15 %
Cultural & recreational services	\$313.888	1.95 %
Agriculture Forestry Fishing	\$256.339	1.60 %
Communication services	\$250.929	1.56 %
Electricity, gas & water supply	\$78.232	0.49 %
Total	\$16,061.103	

2.2 Special Needs of the Service Delivery Area

The City of Wanneroo and the City of Joondalup are diversely different and both create different opportunities and problems for residents and businesses.

Joondalup

The North West Corridor is expected to grow substantially over the next 25 to 30 years, furthering strengthening the position of Joondalup as a strategic city centre. Joondalup provides service and commercial activities for the North West corridor and complements the large industrial areas in Wanneroo. As urban growth expands to the north and the east, demand for a more intense and diverse centre for knowledge based and service industries will increase in Joondalup City. The City is home to more than 13,400 registered businesses (City of Joondalup Profile) with strong health, education, tourism, retail, finance and professional service sectors. These businesses service a growing regional population of approximately 294,000 which is expected to increase to an estimated 418,000 by 2031.

Joondalup is in the main a white collar area, reflected in both businesses in the area and the workers who live there. The main sources of employment are in the retail, educational, health, professional services, legal & business services, tourism and personal services industries.

Joondalup population has now achieved a relatively stable growth rate and the City's focus has turned to increasing facilities to establish and grow local businesses.

In July 2011 the existing lease for management of the Joondalup Business incubator will expire. Edith Cowan University will take over the facility and develop it into the ECU Business and Innovations Center focusing on the commercialization of ECU's research activities as well as the incubation of small business. In addition to this facility, there is a concept design currently being considered by a local association for a new building which would incorporate a new incubator and provide 1 level of floor space equivalent to approx 30 individual incubator offices.

In addition the \$300 million extension to the Joondalup Health Campus has commenced which will see an increase in the number of hospital beds from 278 to 515, as well as growth in the private medical practitioners and associated health professionals. At the completion of the expansion the Joondalup Health Campus will be one of the largest hospitals in Western Australia and employ over 3,600 staff.

The Joondalup Learning Precinct is made up of the three co-located education campuses of Edith Cowan University, West Coast Institute of Training and the Western Australian Police Academy. These three campuses employ over 1,600 staff and service over 23,000 student enrolments.

Joondalup is well serviced with infrastructure and well positioned to attract state government departments who may be persuaded to relocate from the CBD.

These developments are expected to have a positive effect on job opportunities in the region which will impact positively on local business growth.

Wanneroo

The City of Wanneroo has a rich cultural diversity with 72 per cent of the population having been born overseas and is one of WA's oldest and fastest growing local government authorities. The current population is over 144,000, and is estimated to increase to 238,000 residents by 2021.

With such a rapidly expanding population the City of Wanneroo is faced with the challenge of delivering the necessary infrastructure to cater for the growing community's needs, while ensuring our impact on the environment is minimised.

The City of Wanneroo is committed to long-term investments in key projects that will help fast track our regional development, improve existing infrastructure, increase tourism and generate economic and employment growth for the future.

Wanneroo is in the main a blue collar area, reflected in both businesses in the area and the workers who live there. The largest proportion of businesses in the City are in construction and retail trade, followed by manufacturing, wholesale trade, property and business services, rural, personal and other services, health and community services, and cultural and recreational services. It currently has the second highest population growth rate of any regional area in Australia.

Wanneroo currently has three large industrial estates covering an area of 1500ha; Wangara and the Enterprise Park which specializes in medium sized companies in manufacturing, light industry and technology, Landsdale which specializes in light and heavy industry and Neerabup which is currently under development for mixed business use and which it is planned will expand to an area of approximately 1000ha and will offer employment to approximately 20,000 people.

In addition, there are plans for major development in the Yanchep/Two Rocks and the Alkimos/Eglinton/Jindalee areas which will bring a mixture of residential, social and business land uses.

2.3 Regional Issues

It is anticipated that with the continued growth of the region and the current instability in the economy, the need for the services of the Small Business Centre will increase in the forthcoming year. It is therefore proposed that the Centre will continue to foster close relationships with local stakeholders to ensure that the services of the Centre are drawn to the attention of local businesses and that we tailor the services we offer to a changing need from our clients.

In addition, as a result of the change in the economic climate we will be focusing on increasing our assits to existing business' in the region to ensure they are remain viable and are well placed to weather out the current economic cycle.

As at 2007 there were 13,401 registered businesses in Joondalup and 8,637 in Wanneroo and a large percentage of these are low cost start-up businesses and home-based businesses.

We need to target our advertising and marketing initiatives and work with our stakeholders to ensure that the specific needs of the Home Based Business sector, including low cost networking opportunities and skills development, are provided for.

Traditionally, attendance at workshops and forums has been poor and with the need to charge a small fee per attendee to cover costs, we will be required to spend a lot of time marketing and promoting our service to achieve maximum attendance thereby ensuring our efforts are maximised by group presentations. Otherwise we will spend a large amount of time working with individual businesses and never achieve the desired penetration of this market.

There are a relatively low number of local jobs in relation to the locally based workforce and the challenge for both cities is keeping the local workforce in the region as the population increases (avoiding “dormitory suburbs”)

We need to work with our local stakeholders to promote, encourage and support the economic development of the region by facilitating the establishment of small businesses and supporting their ongoing growth.

2.4 Future Trends

There are a relatively low number of local jobs in relation to the locally based workforce and the challenge for both cities is keeping the local workforce in the region as the population increases (avoiding “dormitory suburbs”)

We need to work with our local stakeholders to promote, encourage and support the economic development of the region by facilitating the establishment of small businesses and supporting their ongoing growth.

2.5 Stakeholders

The Centre will continue to foster alliances and partnerships with regional stakeholders including:

- State and Federal Government Departments including Small Business Development Corporation (SBDC), DOCEP, ATO, Workcover, Tourism WA
- LGA's- City of Joondalup and City of Wanneroo
- State and Federal Members of Parliament
- Local Business Associations - Joondalup Business Association (JBA) and Wanneroo Business Association (WBA) and other local networking organisations
- Joondalup Business Centre (incubator)
- Sunset Coast and Yanchep Tourism Associations
- Developers including, Capricorn Beach Joint Venture/Creating Communities, Yanchep Beach Joint Venture and Landcorp.
- Yanchep-Two Rocks Employment Forum
- SMERC (*Small Medium Enterprise Research Centre*), Edith Cowan University
- West Coast TAFE
- Community Newspaper Group
- Local Banks (ANZ, Westpac, Bendigo Bank, NAB, Commonwealth Bank, Bank West etc)
- Accountants, Solicitors, Insurance Brokers, Financial Brokers and other small business service providers
- Trainers and private training organisations

2.6 Community Awareness of Small Business Centre

Community awareness of the Centre remains a high priority and previous marketing initiatives involving media have not produced the results expected and will not be repeated given the high costs of advertising.

We have established a good relationship with Community newsgroup who is publishing details of workshops and also media statements released by the Centre Manager. Additionally, we are receiving inquiries from new clients referred to us by existing clients and our email newsletter continues to grow in number.

strategies for community awareness:

- Continuance of monthly e-newsletters.
- Marketing campaign/mail out to approx 300 clients with invalid email addresses, to obtain up to date information which will increase our email distribution (cost to be funded by Australia Post under SBC WA sponsorship)
- Continued involvement with local high school career expos
- Co-hosting workshops with the Australian Taxation Office.
- Continue to attend regular networking events held by local business associations and other local business/professional organisations.
- Review potential for involvement in local business association awards either on the judging panel, or through promotion of the events and assisting clients to prepare their business plan and applications for awards.
- Continuance of Facebook promotions/activities
- Review links with stakeholder web portals as well as the Business Association websites/portals and also The Business Growth Centre website/portal
- Commence blogs on Facebook and website
- Investigate free radio advertising on local radio stations and review demand/support for regular talk back show on issues affecting SME's.
- Continuance of Managers involvement in Yanchep/Two Rocks tourism network committee.
- Strengthen outreach services at Yanchep and other areas as identified.

2.7 Community/Stakeholder Feedback

- Request to SBDC for client feedback resulting from their contact with our clients to measure service delivery.
- Continue to monitor client feedback from workshops and "fee for service" seminars.
- Continuance of client follow ups on the 3,6,12 Scheme (all clients are contacted 3 months after first contact or after a later enquiry, followed by a further contact 6 months later and then again at 12 months and annually thereafter). This should ensure we maintain our market presence and relevance with our clients and also ensures the integrity of client information stored in our client management system.

3 STATISTICAL REQUIREMENTS

3.1 Forecast Achievable Outcomes

STATISTIC TYPE		2010/2011 TARGET	
		Annual	Monthly
New Business Assists > 30 minutes	Means an in-depth appointment, on-site visit, email exchange or telephone session of not less than 30 minutes duration involving a comprehensive exchange of information with those clients intending to commence in business or self employment and those clients operating a newly established business (less than 6 months in business).	381	32
New Business Assists < 30 minutes		787	66
Existing Business Assists > 30 minutes	Means an in-depth appointment, on-site visit, email exchange or telephone session of not less than 30 minutes duration involving a comprehensive exchange of information with those clients with an existing business seeking assistance to survive, expand, export, diversify or consolidate.	217	18
Existing Business Assists < 30 minutes		581	49
New Business Start Ups	Means the number of new businesses that actually commenced following input from the Centre.	122	11
Jobs Created	Means the number of jobs (FTE and PTE) that are created by clients following input from the Centre.	244	21
Workshop/seminar participants	Means the number of participants who have attended a workshop or seminar conducted or co-hosted by the Centre.	195	17

3.2 Recording of Statistical Data

Statistical data will be recorded using ACT! Software Contact management software.

3.3 Evaluation of Measurable Outcomes

The outcomes will be measured and reviewed against the inputs and quantified in relation to their efficiency. These evaluations will be reported to and monitored quarterly by the Centre's Management Committee and reported quarterly to all stakeholders.

Management Committee meetings are scheduled quarterly as per the following table:

Date	Venue
14 th July 2010	Joondalup
13 th October 2010	Wanneroo
12 th January 2011	Joondalup
13 th April 2011	Wanneroo
13 th July 2011	Joondalup

Reporting will be submitted to the Management Committee in time for the above meetings, following which it will be distributed to the three stakeholders.

3.4 Training

The Centre's Management Committee will ensure all centre employees as well as the Committee Members themselves, receive adequate professional development training to meet the Agreement requirements of SBDC including the following:

- Management Committee members to attend a Strategic Planning workshop
- The Centre Manager will attend the National BEC/SBC's *Small Business Development Conference* in 2010 subject to financial performance and available funding.
- The Centre Manager and Chairperson will attend the SBDC/SBC State Conference in Perth in 2010.
- The Management Committee undertakes to support staff members in their pursuit of personal development and to ensure staff members receive ongoing training relevant to the service delivery of the Centre.
- The Centre employees will continue to utilise the training provided by SBDC and relevant government departments and to work with other SBC's in the Metro Zone to ensure personal development is delivered at an affordable rate.

4 FINANCIAL PLANNING

4.1 Cash Flow Forecast

The budget and cash flow forecast attached provides an annual forecast demonstrating the expected cost of running the centre and the shortfall of income vs costs and highlights the reliance on and necessity of cash reserves to fund the operating shortfall and also to cover operating expenses pending receipt of stakeholders funding.

4.2 Financial Statements as at 31 May (includes Profit & Loss statement and balance sheet)

The unaudited Financial Statements attached disclose our position as at 31 May. Audited Financial Statements for the full trading year ended 30 June will be provided by 31 October

Signed :
Russell Crook, Chairperson
On behalf of the Management Committee
Small Business Centre (North West Metropolitan) Inc.

Key Performance Indicators

Template Reporting Table

Outcomes	Annual Target	Actual Outcomes for Qtr	Aboriginal	Non-Aboriginal
number of New Business Client Sessions > 30 minutes	381			
number of Existing Business Client Sessions > 30 minutes	217			
Short Duration Client Sessions < 30	1368			
Workshop-Seminar Participants.	195			
New Business Start-ups	122			
number of Jobs Created	244			
list of names, addresses, email addresses and telephone numbers of >30 minute client sessions and new start-up businesses				

Definition of Statistical Data

New Business Client Session means an in depth appointment, on-site visit, email exchange or telephone session of not less than 30 minutes duration, involving a comprehensive exchange of information with those clients intending to commence in business or self-employment, and those clients operating a newly established business (less than six months in business). It is the business that is recorded not the number of partners/directors attending the session. If multiple appointments are made for the same business, each can be counted as a client session provided the appointment meets the above description.

Existing Business Client Session means an in depth appointment, on-site visit, email exchange or telephone session of not less than 30 minutes duration involving a comprehensive exchange of information with those clients with an existing business seeking to expand, export, diversify or consolidate.

New Business Start-ups means the number of new businesses that actually commenced following input from the Small Business Centre. Small Business Centres will be required to provide to the Funder a list of business names/operator details and addresses of new business start-ups claimed in outcomes.

Jobs Created means those jobs that are created by Small Business Centre clients following input from the Small Business Centre.

Short Duration Client Session means a short duration appointment, on-site visit, email exchange or telephone session of less than 30 minutes with a client who may be either a new or existing business, or a follow up contact with a client who has previously received service from the Small Business Centre. The Short Duration session is counted when there has been a meaningful exchange of business information. This precludes bulk broadcast emails and visitors to expos and other SBC exhibits.

Workshop/Seminar Participants means the number of participants who have attended a workshop or seminar conducted by the Small Business Centre during the reporting period.

Workshop/Seminar Numbers means the number of actual workshops or seminars held.

Designated Service Delivery Area**Small Business Centre Bunbury Wellington**

- City of Bunbury)
- Shire of Capel)
- Shire of Collie) 6
- Shire of Dardanup)
- Shire of Donnybrook-Balingup)
- Shire of Harvey)

Small Business Centre Central Coastal

- Shire of Carnamah)
- Shire of Chittering)
- Shire of Coorow)
- Shire of Dandaragan) 7
- Shire of Gingin)
- Shire of Moora)
- Shire of Victoria Plains)

Small Business Centre Central Wheatbelt

- Shire of Kellerberrin)
- Shire of Koorda)
- Shire of Merredin)
- Shire of Mt Marshall)
- Shire of Mukinbudin) 9
- Shire of Nungarin)
- Shire of Trayning)
- Shire of Westonia)
- Shire of Yilgarn)

Small Business Centre Derby

- Shire of Derby-West Kimberley) 1

Small Business Centre East Kimberley

- Shire of Halls Creek) 2
- Shire of Wyndham-East Kimberley)

Small Business Centre East Metro

- City of Swan (excluding Ballajura, Beechboro, Malaga))
- Shire of Kalamunda) 4
- Shire of Mundaring)
- Town of Bassendean)

Small Business Centre East Pilbara

- Shire of East Pilbara) 2
- Town of Port Hedland)

Small Business Centre Eastern Wheatbelt

- Shire of Brookton)
- Shire of Bruce Rock)
- Shire of Corrigin)
- Shire of Kondinin) 8
- Shire of Kulin)
- Shire of Narembeen)
- Shire of Pingelly)
- Shire of Quairading)

Small Business Centre Gascoyne

- Shire of Carnarvon)
- Shire of Exmouth) 4
- Shire of Shark Bay)
- Shire of Upper Gascoyne)

Small Business Centre Goldfields

- City of Kalgoorlie-Boulder)
- Shire of Coolgardie)
- Shire of Laverton)
- Shire of Leonora) 7
- Shire of Menzies)
- Shire of Ngaanyatjaraku)
- Shire of Sandstone)

Small Business Centre Great Southern

- City of Albany)
- Shire of Denmark) 3
- Shire of Plantagenet)

Small Business Centre Metro Coastal

- City of Cockburn)
- City of Fremantle)
- City of Melville)
- City of Nedlands)
- City of Subiaco) 10
- Shire of Peppermint Grove)
- Town of Claremont)
- Town of Cottesloe)
- Town of East Fremantle)
- Town of Mosman Park)

Small Business Centre Mid West		
• City of Geraldton-Greenough)	
• Shire of Chapman Valley)	
• Shire of Cue)	
• Shire of Irwin)	
• Shire of Meekatharra)	
• Shire of Mingenew)	
• Shire of Morawa)	
• Shire of Mt Magnet)	15
• Shire of Mullewa)	
• Shire of Murchison)	
• Shire of Northampton)	
• Shire of Perenjori)	
• Shire of Three Springs)	
• Shire of Wiluna)	
• Shire of Yalgoo)	
Small Business Centre North West Metro		
• City of Joondalup)	2
• City of Wanneroo)	
Small Business Centre Peel		
• City of Mandurah)	
• Shire of Boddington)	
• Shire of Murray)	5
• Shire of Serpentine-Jarrahdale)	
• Shire of Waroona)	
Small Business Centre South East Coastal		
• Shire of Dundas)	
• Shire of Esperance)	3
• Shire of Ravensthorpe)	
Small Business Centre South East Metro		
• City of Armadale)	
• City of Canning)	3
• City of Gosnells)	
Small Business Centre South West Metro		
• City of Rockingham)	2
• Town of Kwinana)	
Small Business Centre Stirling		
• City of Bayswater)	
• City of Stirling)	4
• City of Swan (Ballajura, Beechboro, Malaga, Noranda))	
• Town of Cambridge)	
Small Business Centre Vasse		
• Shire of Busselton)	2
• Shire of Augusta-Margaret River)	

Small Business Centre Warren Blackwood

- Shire of Boyup Brook)
- Shire of Bridgetown/Greenbushes) 4
- Shire of Manjimup)
- Shire of Nannup)

Small Business Centre West Kimberley

- Shire of Broome) 1

Small Business Centre West Pilbara

- Shire of Ashburton) 2
- Shire of Roebourne)

Small Business Centre Wheatbelt South

- Shire of Broomehill-Tambellup)
- Shire of Cranbrook)
- Shire of Cuballing)
- Shire of Dumbleyung)
- Shire of Gnowangerup)
- Shire of Jerramungup)
- Shire of Katanning)
- Shire of Kent)
- Shire of Kojonup) 18
- Shire of Lake Grace)
- Shire of Narrogin)
- Shire of Wagin)
- Shire of Wandering)
- Shire of West Arthur)
- Shire of Wickepin)
- Shire of Williams)
- Shire of Woodanilling)
- Town of Narrogin)

Small Business Centre Wheatbelt West

- Shire of Beverley)
- Shire of Cunderdin)
- Shire of Dalwallinu)
- Shire of Dowerin)
- Shire of Goomalling)
- Shire of Northam) 11
- Shire of Tammin)
- Shire of Toodyay)
- Shire of Wongan-Ballidu)
- Shire of Wyalkatchem)
- Shire of York)

QUARTERLY ACTIVITY REPORT FORM

Name of Small Business Centre

Quarterly reporting period

1. Quarterly Activity Report

(Headings)

- i) Summary Report on Statistics (refer Annexure D)
 - Provide a comparison on the variation (if any) between actual and forecasted outcomes.
 - Provide break down on statistics per area within the designated service delivery area.
 - Provide business names/operator details and addresses of new start up businesses.
- ii) Local Stakeholder Contacts.
Provide a written report detailing the level of contact and communications concluded with the stakeholders in the designated service delivery area. Include new or proposed projects/programs relating to economic and employment development in the designated service delivery area.
- iii) Projects and Programs
Provide a brief report on all activities undertaken with external stakeholders and the local community relevant to skills development, workshops, forums, marketing and other economic/employment issues.
- iv) Feedback
Provide a summary of feedback responses as a result of training workshops, forums etc undertaken with stakeholders including the breakdown on number of attendees in each area of the service delivery area.
- v) Human Resources
Provide a summary of Professional Development undertaken during period and comment on outcomes.
Provide a report on any staff issues and other training undertaken by staff (if any)
- vi) Marketing and Promotional Activities
Provide a summary of marketing activities under taken by the Centre for the quarter. This includes advertising, promotional events, business articles in local newspapers, talk back radio, etc.
- vii) Financial Reports
Provide quarterly financial reports, which include:
 - Year-to-Date profit and loss statement
 - Year-to-Date expenditure against budget
 - Year-to-Date balance sheet.

The financial reports should include explanations as to any significant variance.

2. Authority to Sign

We certify that the information and statistical data contained in this Quarterly Activity Report Form is true and accurate to the best of our knowledge.

Signed for and on behalf of

.....
Chair
Date

.....
Committee Member

ANNUAL REPORT
Pro Forma

Reporting Period: 1 July 20XX to 30 June 20XX
Date Due: 31 October 20XX

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6. Publicity & Promotion
7. Projected Cash Flow budget
8. Financial Report
9. Audited Financial Statement
10. Extract of Asset Register

**STANDARD FORM – ANNUAL MANAGEMENT BOARD AND AUDITOR
’S CERTIFICATION STATEMENTS (WHOLE ORGANISATION)**

Management Board Certification

I/We hereby certify to the best of my/our knowledge, information, and belief that:

- the accompanying financial statements of *[insert name of Organisation]* comprising the Statement of Financial Performance, Statement of Financial Position, Statement of Cash Flows and the Notes to the Financial Statements for the period *[insert date]* to *[insert date]* have been prepared in accordance with Accounting Standards and other mandatory professional reporting requirements in Australia, from proper accounts to present fairly the financial transactions for the period *[insert date]* to *[insert date]* and the financial position as at *[insert date]*; and
- the Management Board and the Organisation have complied with the obligations imposed by the Constitution of the Organisation and the terms and conditions of the Contract.

Office Bearer Signature:

Office Bearer Name:

Office Bearer Position:

Organisation Name:

Date:

NOTICE ADDRESSES

All notices from one party to the other must be given as follows:

(a) Funder: Small Business Development Corporation
Address: PO Box C111, PERTH WA 6001
Facsimile: (08) 9322 4764
Email: bfs@smallbusiness.wa.gov.au

(b) Organisation: «Company»
Trading as: «Organisation»
Address: «Address1»
«City» «State» «PostC»

Facsimile: _____

Email: _____

INSURANCES

The following represents the minimum insurance requirements in relation to the Core Service of the Program. The Organisation should not rely solely on these minimum requirements when determining the overall insurance requirements for the Organisation. A risk assessment should also be undertaken to determine the appropriate type and level of insurance that will be required under this Contract.

- **Workers Compensation**

Workers' Compensation insurance in accordance with the provisions of the *Workers' Compensation and Injury Management Act 1981 (WA)*, including cover for common law liability for an amount of not less than \$50 million any one occurrence in respect of workers of the Organisation. The insurance policy must be extended to indemnify the Funder for claims and liability under section 175 of the *Workers' Compensation and Rehabilitation Act 1981*.

- **Public Liability**

A public and products liability insurance policy covering the legal liability of the Organisation, its employees and volunteer workers arising out of the services provided by the Organisation through the Small Business Centre in connection with this Contract for an amount of not less than \$5 million for any one occurrence, unlimited in the aggregate except for products liability limited in the aggregate to the sum insured.

- **Professional Indemnity**

A professional indemnity insurance policy for any breach of duty owed in a professional capacity by the Organisation, including Facilitator, or any volunteer worker engaged by or on behalf of the Organisation in respect of the Core Services or any other service provided by the Organisation through the Small Business Centre in connection with this Contract. The insurance policy must be for an amount of not less than \$5 million for any one claim with a provision of one automatic reinstatement of the full sum insured in any one period of insurance and must be extended to include claims made under the *Trade Practices Act 1974* or the *Fair Trading Act 1987*.

The insurance policy must be maintained for at least 6 years after termination of this Contract.

- **Directors and Officers Liability**

A directors and officers liability insurance policy covering:

- a) directors and officers of the Organisation for loss by reason of any wrongful act or omission in the performance of their duties to the Organisation when the Organisation is not required or permitted to indemnify the director or officer for such loss; and
- b) the Organisation for loss arising by reason of any wrongful act or omission where the Organisation is required or permitted to indemnify the director or officer for such loss.

[NOTE - The limit of cover for directors and officers liability insurance to be determined on an individual basis]