

RCCIWA AGM 2022 - Working for Our Members – Summary Highlights

These summary highlights are intended to provide an overview of key operational highlights for the 12 month period leading up to our AGM. In early March of 2022 of Executive Committee participated in a facilitated Strategic Planning workshop to develop the RCCIWA 2022 to 2027 Strategic plan, identifying three pillars of focus - Members, Voice and Future. Below is our Strategic Plan which demonstrates how our operational activities are aligned and prioritised.

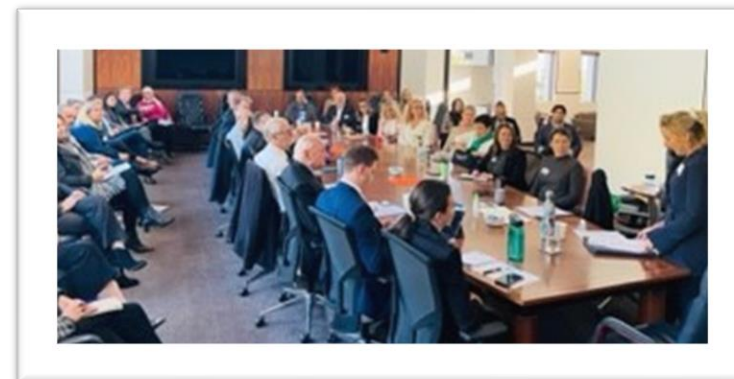
OUR VISION - To be the voice of regional business in WA

We are here to support, inform and connect all regional business organisations to ensure all businesses in regional WA have a voice and a network that is working hard to make it easier to do business.

Key Pillars of Focus	How We Will Achieve This
MEMBERS - Be responsive and proactive to member needs; 100% member driven	S1.1. Connect members with each other and broader networks
	S1.2. Provide clear, concise, relevant and timely communication to members
	S1.3. Provide opportunities for members to grow their capacity and revenue streams
VOICE – Represent and advocate for members while building our reputation	S2.1. Develop advocacy positions with member input
	S2.2. Work collaboratively for positive outcomes
	S2.3. Promote and raise awareness of the strength of the regional chamber movement
FUTURE - Be sustainable, innovative and have sound finances, people and systems	S3.1. Develop robust organisational structure, governance and processes
	S3.2. Continue to identify and create diverse revenue streams
	S3.3. Test, access and promote catalytic digital business productivity tools and resources

Priority Issues for all Regional Business Communities

- Critical housing/accommodation shortage
- Critical worker shortage
- Lack of access to childcare
- Supply chain issues
- Rising costs of doing business
- Delays across all three tiers of Government – visa processing, planning approvals etc
- Fatigue, mental health concerns and increased stress for business owners and operators



Issues & Representation

- Invited by The Premier to be a member of the WA Jobs Taskforce. Participated in several meetings and was appointed the Chair of the Regional Skills Working Group.
- Participated in many Government roundtables, consultations and working groups on a wide variety of issues. These were from all three tiers of Government and included issues such as skills shortages, childcare access, the National Skills Summit, the WA Jobs Act Review to name a few. RCCIWA are asked to participate in all of these forums to contribute the regional WA business perspectives and concerns. We contribute information and input that we have gathered from our members.
- Met with the Department of training and Workforce Development and the WA State Training Board regularly during the year, discussing critical skills shortages, and was a member of several of their Job Connect and Job Ready Steering groups.
- RCCIWA was invited to be a member of the Native Forrest Transition Group. Our representatives on this group are Bevan Eatts (President of the Manjimup CCI) and Rob Skipsey (SWCCI), and they have both contributed an enormous amount of time and effort. This has been an extremely frustrating process to be a part of, however we have continued to be involved to ensure regional businesses and communities that will be impacted negatively are represented. RCCIWA has provided ongoing administrative and organizational support and advice to our representatives.
- Participated in the monthly Hospitality and Food Service Working group delivered by DPIRD. This group has a broad range of industry representatives and is a key resource for ensuring issues are delivered to Government.
- Continued as a member of the Economic Regulation Authority's Consumer Consultative Committee at their invitation. The role of the ERACCC is to:
 - provide comment to the Authority on issues affecting consumers that fall within the scope of the Authority's administration of the Economic Regulation Act 2003 (the Act);
 - provide tangible outcomes for consumers through work that members undertake in partnership with other members and the Authority.
- Continued as a member of The Western Australian Advocacy for Consumers of Energy Forum. The WA ACE Forum has been established to provide broad based representation of consumer views in a central forum, allowing issues to be raised and for consumers to share in the development of products and solutions for the energy sector. The WA ACE Forum is supported by the State Budget funding allocation.
- Member of the WA Telstra Regional Advisory Council, travelled to Sydney in late October as a guest of Telstra, to participate in Telstra's Regional Communications Policy Workshop
- Re-elected as a Member of CCIWA's General Council (their policy council).



- Continued meeting with all Members of Parliament and Ministers on an irregular basis as issues and needs arose
- Ensure the priority concerns as listed on the previous page, were raised and examples given at every opportunity
- Regular meetings with JTSI have delivered good outcomes for our members as we have successfully advocated for our members to receive a fee for service when delivering programs or events for Government. This concept is slowly gaining traction with other Government departments.
- Conducted several surveys on the ongoing impacts of COVID 19 to advocate for support and assistance, the impacts of the COVID 19 Mandates and the impacts of the Native Forrest Logging ban due to come into effect at the end of 2023. Summary reports were prepared from all surveys and distributed to relevant stakeholders and also to all members.
- Continued to work closely with the CCIWA Policy Team to provide input on various submissions and policy positions they develop.



Stakeholder Engagement

- All three tiers of Government – this has never been stronger
- Many state-wide industry associations and representative bodies in WA including Chamber of Minerals and Energy WA, AHAWA, REIWA, HIAWA, Regional Arts WA, Tourism Council WA, Pharmacy Guild WA, CCIWA, to name a few. The engagement with these groups is also the strongest it has ever been, and we continue to build very productive relationships.
- Continued regular monthly and sometimes fortnightly meetings with Dept JTSI and DPIRD to discuss the WA Industry Link, WAIPS and the regional LCA's.
- Very strong engagement and relationships with many state Government departments and agencies, particularly the Small Business Development Corporation, Department of Primary Industries and Regional Development, the Department of Jobs, Tourism, Science and Innovation and the Department of Training and Workforce Development. We also have a strong relationship with The Premiers office.
- Other important stakeholders such as Town Teams WA, Curtin University, ECU, Western Power, NBNC0, Telstra, Horizon Power, Rio Tinto, Woodside, Bankwest Curtin Economics Centre, Synergy, NAB. Variety WA, the RRR Network, Business Foundations and the Water Corporation.
- Continued our partnership agreement with Telstra Regional WA for another 12 months, securing sponsorship for RCCIWA and continuing to build on our great working relationship. This year the partnership also incorporated direct membership with 12 of our members, which is something we have been advocating for. This is expected to expand to include additional members in future years.
- Continued productive and collaborative engagement with our Corporate Members, Arc Infrastructure, Accor Hotels WA and The Hub Marketing Communications.



Partnership Programs

- **Working Together** – continued to deliver the Program strongly with very strong support and feedback on our results to date from DTWD (our funder). RCCIWA is the Project Manager for this program, which is delivered via 6 of our member Chambers (Broome CCI, MWCCI, KBCCI, BGCCI, Albany CCI, KDCCI). We continue to see positive outcomes and good results. Earlier this year we secured a further two years extension for delivery of this Program, which takes us to June 30th, 2024. This agreement delivers a funded program to six of our members.
- **Grow Local** – in partnership and funded by Rio Tinto, Woodside, the Chevron operated Gorgon Project and the Toll Group, RCCIWA is the Project Manager for this local capacity building program which is being delivered by KDCCI. We commenced our fourth year of delivery on July 1st 2022 and have obtained a funding commitment from three of the five partners for a further two years, taking us to June 30th, 2025. Grow Local is mainly focused in Karratha, but with a small outreach to Tom Price and Paraburdoo. Grow Local has an aim to connect, grow and inform local businesses, Grow Local is all about supporting local businesses so they can take every opportunity for business growth. We are seeing really great results and are delivering very strongly. Our partners are extremely pleased with how we are managing and delivery the Program and we are making a tangible positive impact for local businesses.
- **Carnarvon CCI** – we have continued to work with the CCCI as they commence delivering their own Grow Local Program. They have been successful in securing funding from Rio Tinto and have engaged their new Project Officer to commence this November.



Regional Visits & Member Event Support

- Newman CCI – visited in January to spend time with their employees and committee, writing their new constitution and assisting in the development of governance and structure. Visited again in September to MC their 2022 Business Excellence Awards.
- Margaret River CCI – travelled to Margaret River to be the guest speaker at their International Women’s Day event. Spent time with the MRCCI the following Day and visited their new MRCCI Business Hub.
- Dunsborough-Yallingup CCI & Busselton CCI – invited by DYCCI to observe their combined meeting
- Broome CCI – Travelled to Broome to MC the Broome CCI’s amazing 2022 Women’s Leadership Forum.
- Travelled to Northam to attend the State Budget Breakfast, hosted by our members the Northam CCI and the Wheatbelt Business Network. Caught up with the York Business Association at the same event.
- Karratha & Districts CCI – travelled to Karratha to attend the annual Growl Local Program Business After Hours and meet with the program partners.
- Port Hedland CCI – Travelled to Port Hedland to be a guest speaker at their quarterly Women in Business Luncheon. Also spent time with the PHCCI and visited their new South Hedland Hub.
- Chittering Chamber of Commerce - travelled to Bindoon to speak at the Chittering Chamber AGM and reboot event – great to see a new committee elected.
- Wheatbelt Business Network – travelled to Merredin to MC their Wheatbelt Business Excellence Awards.
- Pilbara Inland CCI – travelled to Tom Price to speak at and attend PICCI’s Business Excellence Awards and offer support.
- Attended 7 of our members AGM’s virtually at their request, as an observer but to offer advice re AGM structure and process.



Communication & Engagement

- Engagement with our members continued to be very strong and regular
- This year we welcomed two newly established business organizations as members, the Goldfields Aboriginal Business Chamber and the York Business Association.
- Continued delivering our “Share n Learn” online workshop sessions on operational topics of interest for our members. We have held six to date, and they have been very well received and attended. Thank you to Simone de Been for suggesting this initiative and for offering to facilitate some of the sessions.
- Continued to manage and grow RCCIWA Facebook page – 673likes, 721 followers and continued to grow our LinkedIn and Instagram pages
- Utilized various communication platforms to improve our processes and increase our reach
- Continued to add to our member resource portal. We will be building a new website next year which will have an improved member portal area.
- Continued regular effective email communication with members, including regular fortnightly newsletters which have a growing distribution list
- Held our monthly RCCIWA Members online meetings, with regular policy updates from SBDC and CCIWA. We are getting a strong turn out each month of between 15 and 20 people.
- Held individual online roundtable briefings as required including Telstra CEO Andy Penn and Minister Carey.
- Regular surveys have raised the profile of our organisation, our members and also have strengthened our relationships with key stakeholders
- The June 2022 Members Forum attracted a record turnout of 51 people representing 28 of our members, with more than 35% of attendees attending for the first time. The Business After Hours event, sponsored by Telstra Regional WA, was also extremely successful.
- Our President, Simone de Been has conducted over 15 one on one meetings with our members which have been very well received and valuable to both parties.

Administration

- Emmi Taylor continues to perform strongly in her role and is a real asset to RCCIWA. She returned from maternity leave in February.
- Alice Gladigau, from the KBCCI was covering the role whilst Emmi was on maternity leave and did an excellent job – thank you Alice.
- KBCCI is engaged to do the finance and accounts role for RCCIWA and is doing a brilliant job.



Special thanks to Ron Mosby

After eleven years as President, Ron Mosby stepped down in April of this year, with Simone de Been appointed to the role of President. When Ron commenced in 2011, RCCIWA was a volunteer run organisation, representing about 25 regional business organisations. During his time his diligent stewardship, wise counsel, passion for regional businesses and strong leadership has seen our organisation grow and develop in every way. We cannot thank Ron enough for his enormous contribution in leading and shaping RCCIWA to what it is today, and we look forward to continued growth as we work hard to be the voice of regional business in WA.

