

Thursday, 30 August 2018

WELCOME TO THE VODAFONE NATIONAL SMALL BUSINESS SUMMIT

Session Chair: Mark McKenzie

08:30-09:00 **Welcome to the 2018 National Small Business Summit**
 Mark McKenzie, Chair COSBOA
 The Hon. Michaelia Cash, Minister for Small and Family Business, Skills and Vocational Education

SESSION 1: POWERING THE ECONOMY- COMMUNICATIONS

09:00-09:30 **The future is exciting for small businesses**
 Neelum Prakash, Vodafone
Technology's evolution is unleashing endless potential and opportunity for small businesses around the world as business technology solutions become more advanced and simpler to access. In the face of disruption brought on by technology, there has never been a better time for Australia's small business owners to take advantage of the opportunities at their fingertips.

So why is adoption amongst small businesses slower than that of consumers? What are the barriers that small business face when adopting new technologies, and what does the future look like for small businesses in Australia?

This presentation will delve into the challenges for small business, the solutions available and the technologies knocking on our doors that have the potential to change the face of Australia's small businesses landscape forever.

09:30-10:00 **Where are we now and where are we heading with internet speed and access?**
 Sarah Palmer, NBN
Sarah will provide an overview of NBN Co's growing business segment and will release details regarding new initiatives designed to improve the customer experience for Australian businesses.

SESSION 2: POWERING THE ECONOMY- ENERGY

Session Chair: David Gandolfo

10:00-10:30 **Keynote:** The Hon. Angus Taylor, Minister for Energy

10:30-11:00 **Preventing future bill shock for small business - COSBOA research project**
 Fleur Anderson & Chris Black, 89DegreesEast
 Peter Strong, COSBOA
COSBOA has support from Energy Consumers Australia and the ASBFEO to create the case studies we need to inform our advocacy and better inform our supporters and policy makers.

11:00-11:30 **MORNING TEA**
 Visit our exhibitors and sponsors in the COSBOA NSBS Marketplace

SESSION 3: EMERGING ISSUES FOR SMALL BUSINESS

Session Chair: Peter Strong

11:30-12:00 **What does our Ombudsman see as the key issues for her office and small business in the next twelve months?**
 Kate Carnell, Australian Small Business and Family Enterprise Ombudsman



12:00-12:20	Cyber Security and the Dark web Paul Nielsen, COSBOA Cyber Security Ambassador
12:20-12:40	What emerging finance solutions are available for Australian small businesses to start-up, grow and consolidate? Helen Gordon, Australian Finance Industry Association
12:40-13:00	APRA AMCOS Discussion facilitated by Peter Strong Rusty Wallis, APRA AMCOS <i>Among the emerging issues for business is the perpetual challenge to enhance the customer experience. What does your brand sound like? Music is a huge part of your brand and we'll chat about the benefits of commercial music use through to the obligations of a business in doing so.</i>
13:00-14:00	LUNCH Visit our exhibitors and sponsors in the COSBOA NSBS Marketplace
SESSION 4: SMALL BUSINESS PEOPLE AND THEIR WELLBEING <i>Session Chair: Elizabeth Skirving</i>	
14:00-14:45	Working Well. Who is responsible for the wellbeing of those in the small business sector? Leanne Faulkner, Fortitude at Work Judy O'Connell, Victorian Small Business Commissioner <i>Small business success doesn't happen in isolation and the same is true for our ability to work well. We all know small business ownership can be challenging at times – what is happening at the moment to build a resilient small business community? Where does the responsibility lie to ensure we are all able to work well? This session is designed to foster discussion about wellbeing support in the small business community and overview current workplace wellness initiatives, including the new small business mental health strategic plan available from the Victorian Small Business Commission.</i>
14:45-15:00	The Small Business Party Mark McKenzie, COSBOA Angela Vithoulkas, The Small Business Party <i>We have for the first time ever a political Party focussed only on small business. It is The Small Business Party run by Angela Vithoulkas. Angela is running at the next NSW election for the upper House. We at COSBOA do not support parties, we support good policies. But having said that a party that is focussed on small business is well worth a place in our summit.</i>
15:00-15:30	AFTERNOON TEA Visit our exhibitors and sponsors in the COSBOA NSBS Marketplace



SESSION 5: THE POWER OF INDUSTRY ASSOCIATIONS – ‘WE ARE AS STRONG AS OUR MEMBERS’

Session Chair: Peter Strong

15:30-16:30

A short presentation on the reach and power of industry associations in Australia.

Panel Discussion

Mick Keogh, *ACCC Deputy Chairman Small Business*

Ross Greenwood, *2GB @MoneyNewsShow*

Julie Owens MP, *Federal Member for Parramatta*

Jon Stewart, *American Express*

A panel of those we work with and try to influence, will discuss what they see as a good, bad or indifferent industry association. Does good include being: transparent, compliant, media savvy, providing quality reports and submissions, strong membership, a professional functioning board, focused on the key issues for their industry, a member of COSBOA – are these all relevant or even achievable when resources are thin?

SESSION 6: TRAINING OUR PEOPLE

Session Chair: Dominic Schipano

16:30-17:00

VET Training Panel

Deb Brotdman, *Comtech Group and Comtech Training*

Cosmos Vlahopoulos, *ADTIA*

Greg Kenyon, *TANDEM Corp.*

Peter Murray, *Box Hill Institute*

VET Training in Australia is at a cross roads. We have an expert panel to highlight issues for the small business community. Issues that will be explored include: How can industry and enterprise engage in VET training to new entrants through Traineeships/ Apprenticeships and provide professional development to existing workforce?

SUMMIT DINNER

18:30-22:00

During the dinner we will have a presentation on ‘The Canberra Small Business Hub’ – Presented by the Australian Small Business and Family Enterprise Ombudsman

A place for associations to meet, have a desk and resources. It is a physical place that sends a message about our importance and provides support to associations and their members when in Canberra.

Friday, 31 August 2018

SHOP SMALL BREAKFAST Session Chair: Sandy Chong

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07:00-08:15 **Keynote:** The Hon. John Barilaro Dept Premier, Minister for Regional New South Wales, Minister for Skills, and Minister for Small Business
Lisa Belcher, AMEX to present on the Shop Small Campaign for 2018

SESSION 7: REGULATORS (SUPER SESSION) Session Chair: Kate Carnell

09:00-10:30 **Regulators- Panel Discussion**
John Price, Australian Securities and Investments Commission
Rod Sims, Australian Competition and Consumer Commission
Chris Jordan, Australian Taxation Office
Sandra Parker, Fair Work Ombudsman
David Locke, Australian Financial Complaints Authority
As always, our regulators can make or break a business and perhaps vice versa. Over the last twelve months we have stressed the importance of our regulators to the business community and we have stated that they are in the main world class – perhaps not perfect just like the groups they regulate – but still pretty good (like the groups they regulate). What are they doing for the small business community? Do they have plans to improve their communications and processes?

10.30-11:00 **MORNING TEA**
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11:00-11:30 The Hon. Chris Bowen, Shadow Treasurer
Certainly, the debate around tax, company and personal, has been at full throttle and has provided good discussion on a key policy issue. We may not agree with everyone, but we appreciate the debate. There is more to Labor's economic policy than tax.

SESSION 8: COMMUNICATION AND CULTURE Session Chair: Sandy Chong

11:30-12:15 **Google Panel**
Facilitator: Peter Strong, COSBOA
Basil Karam, Life Interiors
Stephen Lee, Marriage Celebrant
Margaret Hennessy, Dogue
Rich Flanagan, Google Australia
How to access and use your data. This panel will consist of a Google expert and business people who know how to use data for good business.



12:15-12:35	The Banking Code of Conduct Anna Bligh, <i>Australian Banking Association</i>
12:35-12:50	What is the PADDL games? Mark McKenzie and Peter Strong will interview Dominique Fisher about a great innovation - The PADDL games. Paddl Games facilitate Innovation projects for businesses while providing amazing outcomes for existing and potential staff.
12:50-13:00	Peter Strong Address
13:00-13:30	Q&A Session – Women in Business Ticky Fullerton will facilitate a QANDA style panel on issues for women in business Is it different for men and women? Panel Members: Peter Strong, Council of Small Business Organisations Australia Leanne Faulkner, Fortitude at Work Christine Pope, ATMS Cathy McGowan MP, Member for Indi Madeleine King, Shadow Minister Assisting for Small Business
13:30-14:30	SUMMIT LUNCH