



Vodafone National Small Business Summit 2017

23-25 August 2017

Events Centre Collins Square
727 Collins St, Docklands VIC



PROGRAM

Wednesday, 23 August 2017

TIME	SPEAKER	TOPIC
SMALL BUSINESS START-UP RECEPTION		
18:00-20:00	Peter Strong <i>CEO, COSBOA</i>	<p>What does COSBOA believe we need for the short-term future of our community? Come along to find out!</p> <p>Join us to celebrate the next generation of employers and innovators. This event will feature young business operators, those at school and just out of school, who are doing what in the world of business. Is it easy? What does the education system provide? Are they doing well?</p>

Thursday, 24 August 2017

TIME	SPEAKER	TOPIC
OPENING WELCOME SPEECH		
08:30-08:35	Pam Price - Master of Ceremonies <i>Director, COSBOA</i>	
08:35-08:45	Paul Nielsen <i>Director & Chairman, COSBOA</i>	
08:45-09:15	Tony Shepherd <i>Head of Shepherd Review, past President of the Business Council Australia</i>	The future of our economy
MORNING SESSION 1: SMALL BUSINESS, COMMUNICATION AND THE FUTURE		
<i>Session Chair: Peter Strong, CEO, COSBOA</i>		
What is the future of business communications?		
09:15-09:30	Dan Lloyd <i>Chief Strategy Officer and Corporate Affairs Director, Vodafone</i>	Regulations that can help or inhibit B2B communications now or in the future with particular focus on competition policy
09:30-09:45	Peter Strong <i>CEO, COSBOA and Chairman, Digital Business Council</i>	Future of B2B communications: Will E-Invoicing make B2G2B easier and fairer to everyone?
09:45-10:30	DEBATE: THINK TANK VS THINK TANK Nick Cater , <i>CEO, Menzies Research Centre</i> vs Sam Crosby , <i>CEO, The McKell Institute</i> Moderated by Peter Strong	What does the future hold for small business
10:30-11:00	Morning Tea	Marketplace
MORNING SESSION 2: EXPORT OPPORTUNITIES & OTHER BUSINESS VIA THE WEB		
<i>Session Chair: Dominic Schipano, Director, COSBOA</i>		
11:00-11:20	Richard Flanagan <i>Head of Business Marketing, Google Australia & New Zealand</i>	Digital economy: global/local
HOW SAFE IS YOUR BUSINESS DATA?		
11:20-11:50	WHAT CAN A BUSINESS DO ABOUT CYBER SECURITY? Paul Nielsen <i>Director & Chairman, COSBOA</i>	An update on Cyber Security. Crisis management for small business in the modern world just got more complicated but business can be safer with the right tools and techniques.
11:50-12:10	WHAT IS AUSTRALIA POST DOING WHEN IT COMES TO CYBER SECURITY AND ITS DEALINGS WITH SMALL BUSINESS? Rebecca Burrows <i>General Manager Small Business, Australia Post</i>	These business crises are not just about cyber security but also about blackouts, telecommunications failure, rogue employees and natural disasters. What can be done?
12:30-13:30	Summit Lunch	Marketplace Enjoy lunch while checking out the information from our sponsors & supporters while networking – also of course checking emails and tweeting about how great the conference is #NSBS17

AFTERNOON SESSION 1: OUR REGULATORS – CAN THEIR JOBS BE EASIER AND WILL THAT MAKE OUR JOBS EASIER?*Session Chair: Mark McKenzie, Director, COSBOA*

13:30-14:00	Chris Jordan Commissioner of Taxation	The latest from the Australian Tax Office
14:00-15:00	PANEL DISCUSSION John Price <i>Commissioner of the Australian Securities and Investments Commission</i> Natalie James <i>Fair Work Ombudsman</i> Dr Michael Schaper <i>Deputy Chair, Australian Competition & Consumer Commission</i>	Removing complexity and making the job of regulators easier should be an aim of everyone - can it be done? What is on the horizon for small business and our interaction with regulators? We will have representatives for the Fair Work Ombudsman, the Fair Work Commission, ACCC, ASIC and the Tax Office. These organisations also want to know if they are communicating effectively and what can they do better for our business operators.
15:00-15:30	Afternoon tea	Marketplace

AFTERNOON SESSION 2: THE ROLE OF BUSINESS ASSOCIATIONS IN MODERN SOCIETY*Session Chair: Elizabeth Skirving, Director, COSBOA*

Business associations are vital to their industries and to the people who run businesses.

In the constantly changing world what is our role, what are the changes we must confront and what can we do better?

15:30-16:00	Justice Iain Ross <i>President of the Fair Work Commission</i>	Can we make the Fair Work system less complex?
16:00-16:20	Sandy Chong <i>CEO, Australian Hairdressing Council & Director, COSBOA</i>	Is accreditation a way forward?
16:20-16:40	John Hart <i>Executive Director, Restaurant & Catering Association of Australia</i>	After 18 years as CEO of Restaurant & Catering, what advice John has for other associations
16:40-17:00	Julie Owens <i>Shadow Assistant Minister for Small Business</i>	Before entering political life Julie started up an industry association so will be well placed to give an experienced political view on business associations in modern society.

SUMMIT DINNER

18:30-19:00	Pre-Dinner Drinks The Hon. Michael McCormack <i>Minister for Small Business</i>	Marketplace
19:00-22:00	The Hon. Josh Frydenberg <i>Minister for the Environment and Energy</i>	Seated Dinner

Friday, 25 August 2017

SUMMIT BREAKFAST

Session Chair: Peter Strong, CEO, COSBOA

07:00-08:30	<p>BREAKFAST OPENING</p> <p>Katrina Konstas <i>Vice President for Small Merchant, Global Merchant Services for the JAPA region, Amex</i></p> <p>The Hon. Bill Shorten <i>Leader of the Opposition</i></p>	<p>Seated breakfast sponsored by Amex Shop Small</p> <p>Do the government funded employment services and training services meet the needs of small business? Can we do better? Do we need a modern version of the Commonwealth Employment Service?</p>
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MORNING SESSION 1: BANKS AND FINANCE

Session Chair: Jos De Bruin, Director, COSBOA

09:00-09:20	<p>The Hon. Philip Dalidakis <i>Minister for Small Business, Innovation and Trade</i></p>	<p>What small business need from our finance and banking sector? Our banking and finance sector never had so much attention like in the past 12 months – what does the future hold?</p>
09:20-09:40	<p>David Gandolfo <i>Deputy Chair, COSBOA & Chairman of CAFBA</i></p>	
09:40-10:00	<p>Kate Carnell <i>Australian Small Business and Family Enterprise Ombudsman</i></p>	
10:00-10:20	<p>Anna Bligh <i>CEO of Australian Bankers Association</i></p>	
10:20-10:30	<p>Q&A</p>	
10:30-11:00	<p>Morning Tea</p>	<p>Marketplace</p>

MORNING SESSION 2: SMALL BUSINESSES ARE PEOPLE

Session Chair: Peter Strong, CEO, COSBOA

11:00-11:15	<p>Judy O’Connell <i>Victorian Small Business Commissioner</i></p>	<p>A review of the small business community as people – how are we placed with our mental health? Work life balance? Human rights? Managing financial and business stress? Does it matter? Do policy makers care?</p>
11:15-11:30	<p>Elizabeth Skirving <i>Director & Treasurer, COSBOA and CEO, Rural Business Tasmania</i></p>	

MORNING SESSION 3: BIG AND SMALL WORKING TOGETHER

Session Chair: Peter Strong, CEO, COSBOA

11:30-11:50	<p>Jennifer Westacott <i>Chief Executive, Business Council Australia</i></p> <p>Grant King <i>President, Business Council Australia</i></p> <p>Paul Nielsen <i>Director & Chairman of COSBOA</i></p>	<p>Keynote Address</p> <p>Signing of a memorandum of Understanding between COSBOA and the Business Council of Australia</p> <p>The story of business in Australia is mainly a positive story. Big and small businesses need each other and need to work together. It is true that competition must be robust and negotiations are often hard & tough but at the end of the day we all need to be profitable and the consumer needs choice. What will we focus on? What can we do to make our future more prosperous and our business environment more rewarding? What are the big issues we have in common?</p>
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11:50-12:10	Katrina Konstas <i>Vice President for Small Merchant, Global Merchant Services for the JAPA region, Amex</i>	Shop Small Campaign
12:10-12:30		Panel Discussion (TBC)
12:30-13:30	Nick Xenophon <i>Senator for South Australia</i>	Seated Lunch Board of Directors, COSBOA announcing the date and location of the 2018 Summit