

2019/2020 Annual General Report



The Katherine Elders Real Estate celebrating the National REIA Small Business Agency for 2020, awaiting the 2021 wet season.
Photo: Mel Bethel Photography, katherine

 **Chamber of Commerce**
NORTHERN TERRITORY

THE VOICE OF TERRITORY BUSINESS



Welcome

Established sixty years ago in 1957 the Chamber of Commerce NT is the largest employer association in the Northern Territory. An independent, not-for-profit and non-government body - our membership and offices span the Territory.

We are proud to provide our Members and the Northern Territory business community an effective platform for lobbying on the issues that impact upon business, whilst providing services and support to business in a number of key areas including industrial relations, training, employment, education and training advice, networking and premier business events. To see more of the value our Members receive go to Membership Services.

The Chamber of Commerce Northern Territory is governed by a Board of Directors and has both a General Council and Regional Executive Council in each region of the Northern Territory ensuring our Members have direct influence and control in the lobbying platforms and policies of the Chamber in addition to ensuring the service provided meet expectations of business in the Northern Territory.

The Chamber of Commerce NT acknowledges Aboriginal and Torres Strait Islander people of the Northern Territory as the traditional owners of this country, and their connection to land and community. We pay respect to them and their cultures, and to the Elders both Past and Present.





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Our Goals

Membership Services

To ensure that the Chamber is the leader and proactive advocate delivering valuable services to members

Future Revenue

To create consistent long term viable funding streams to deliver member services effectively

Leadership

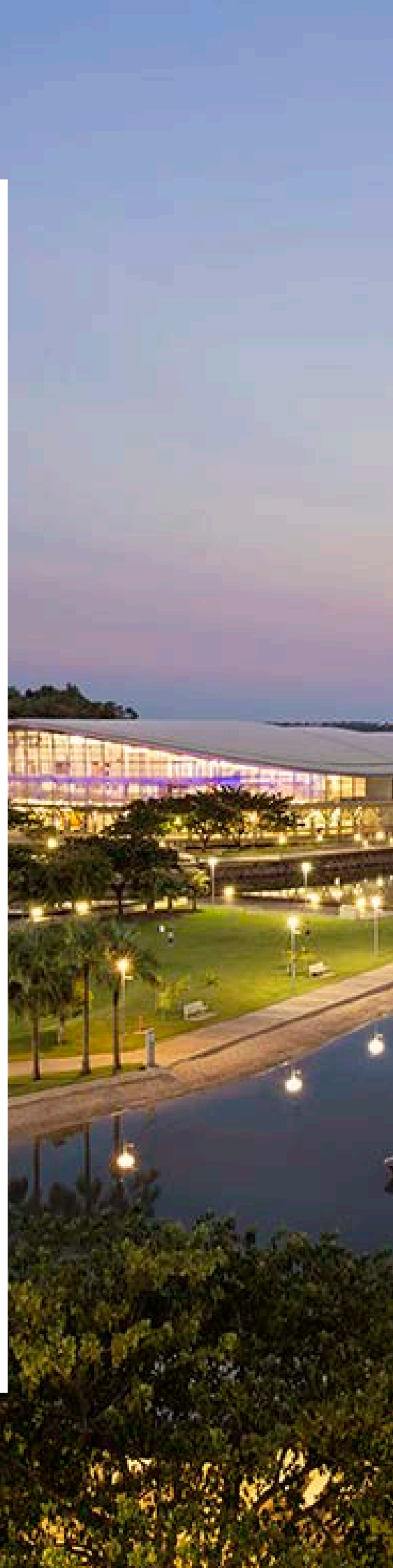
To undertake that the Chamber leads, influences and communicates NT business imperatives to government and delivers projects of relevance

Brand and Marketing

To build a powerful brand that compels buy-in by business in the Northern Territory

Strategic Relationships

To develop profitable external relationships that generate opportunities for members





We are the voice of Northern Territory business

Our Mission

Our mission is to enable Chamber members to prosper with confidence.

Our Vision

Our vision is a Territory where business and community thrive.

Our Values

The core values of the Chamber are:

- Placing members first
- Valuing our staff
- Thought Leadership and industry expertise
- Fair and ethical business practices
- Promoting growth
- Pursuit of excellence in best business practise



Greg Ireland

President/Director (Resigned March 2020)

Greg Ireland has in excess of 30 years' experience in the electronic and security industry at both technical and management levels. As Managing Director of Security & Technology Services since its formation in 2004 he has been involved in a wide variety of projects ranging from installation, technical support and project management.

Greg has resided in the Northern Territory since 1997 and has established many strong professional and personal relationships during this time. He joined the Chamber of Commerce board in June 2012 with a confidence of bringing his practical experience and interpersonal skills to the board room table as well as learning from the others around him.



Board of Directors



Karen Sheldon

President/Director

Karen Sheldon started her Northern Territory journey as a bush cook at the remote Barrow Creek Hotel over 45 years ago. This is where she became interested in Aboriginal culture and Territory flavours whilst being mentored by local Indigenous women, as she developed the skills of her craft in that unlikely setting for more than five years.

Since then, she has owned and operated an iconic territory restaurant, the Dolly Pot Inn, and the award-winning Karen Sheldon Catering Company. In 2006 long term staff buy into the business by Sarah Hickey and Amanda Swift saw the growth of the Karen Sheldon Group that now also operates Indigenous Employment Services, a Registered Training Organisation and the Territory's first VTEC (Vocational Training and Employment Centre). In 2016 the not for profit Saltbush Social Enterprises division was formed.

Karen Sheldon is a renowned and highly respected entrepreneur around the Territory and has devoted much of her life to helping others. Among her many accolades, she has been appointed a Member of the Order of Australia, and the winner of the 2016 NT Telstra Business Woman of the Year Award in the Entrepreneur Category.

All Karen Sheldon Group enterprises focus on the shared vision of prosperity parity for all Territorians. The focus is on providing Indigenous employment and training opportunities that assist jobseekers transition from welfare dependence towards sustainable employment, careers and small business opportunities.



Brett Hagan

Vice Chair - Director

Brett Hagan joined the insurance industry in 1980 with TIO working progressively through underwriting, claims and accounts. He started his own broking business and in 1997 joined the newly formed Insurance Advisernet Australia network enabling him to access a national buying power. In 2010 Brett became a corporate authorised representative of IAA and changed his trading name to Insurance Risk Solutions still providing the same high level of service that reflects his proudly owned and operated Territory business.

Brett has been involved with the Chamber since the mid 1980s seeing its relevance in servicing small business members across the Territory whilst still being able to suitably represent and meet the needs of the larger members. Being a small business owner Brett understands first-hand the many obstacles small business owners face and how the Chamber can ultimately become the first point of contact for advice and assistance.





Alex Brown

Vice President Finance/Director

Alex started in the finance industry back in 1987 as a life and general agent at AMP—following in the footsteps of his forefathers. Since those early days, he's worked in many roles, including general agency manager.

Over the years, he gained more experience and qualifications, eventually starting his own business and becoming fully settled into

the role of a financial planner. All Financial Services group developed in 1999 with a vision to improve the quality of people's lives through a living financial plan.

Alex is a Certified Financial Planner®, Self-Managed Superannuation Fund Specialist and a Chartered Tax Adviser with the Taxation Institute of Australia.



Ryan Sanders

Director

Ryan Sanders is one of the Darwin-based partners of Australia's largest legal partnership, HWL Ebsworth. While focusing on commercial dispute resolution and insolvency, Ryan has a diverse client base with practice areas also including finance, local government, insurance, worker's compensation, and native title.

Ryan is a longstanding Territorian, having first moved to Darwin in the 1990s. His wide range of legal expertise provides valuable insight into many sectors of the local economy.



Kathryn Stenson

Director

Kathryn's passion for training has driven her career in the Training and Employment Industries, Kathryn has been the Chief Executive Officer of Top End Group Training (TEGT) since 2013. TEGT is a multi-faceted organisation that began in Darwin as a Group Training Organisation in 1989 however now includes the operation of a Registered Training Organisation, local café, international not-for-profit as well as the operation of International Education company Australian Skills Institute.

TEGT trading as GTNT is now the largest GTO in the NT with offices in Darwin, Katherine, Tennant Creek and Alice Springs. GTNT currently in partnership with 106 businesses host 319 active apprentices and trainees across the

NT. This network gives Kathryn the ability to understand the challenges and represent various industry sectors by having a real on the ground familiarity with the wider business community both in urban and remote settings.

The nature of Kathryn's work means continued collaboration with the Australian and Northern Territory Governments this allows TEGT to work with Government to build a strong and sustainable economy.

The Chamber of Commerce NT has a skilled and diverse Board, Kathryn's scope of knowledge, skills and capability would provide insightful and unique contributions to assist in achieving the future goals of the organisation.





Dave Batic

Director

Grad Cert BA, BAviation, AFIEAust CEngA EngExec NER
IntETn(Aus), MRAeS, (SQNLDR Ret'd)

David has worked in the Defence and Civil aviation industry for over 35 years and is an Aeronautical Engineer including 6,000 flying hours as a Flight Engineer. Prior to taking up his current appointment as General Manager Alice Springs and Tennant Creek Airports, David was General Manager Aviation Operations at Townsville, Mt Isa and Longreach Airports.

As part of the Northern Territory Airport Pty Ltd group, David is currently responsible for all aeronautical and non-aeronautical activities at Alice Springs and Tennant Creek Airports. This includes operational, commercial, property, asset maintenance and project management.

David holds a Graduate Certificate in Business Administration, Bachelor of Aviation and is currently a Fellow Chartered Engineer through Engineers Australia. Other professional memberships include The Royal Aeronautical Society, The International Society of Air Safety Investigators and The Safety Institute of Australia. David is also on

the National Engineering Associates Register in the discipline of Mechanical Engineering and is a RAAF Squadron Leader Aeronautical Engineer Reserve member.

Since taking up the role of General Manager Alice Springs Airport, David has been appointed as Chairman of Tourism Central Australia, Chairman of the Chamber of Commerce Central Australia, Board Director Chamber of Commerce Northern Territory, Inaugural Chairman of the Alice Springs Major Business Group, Board Director and Finance Committee Chairman Desert Knowledge Australia, Director Australian Airports Association NT Division and President of the Alice Springs RSL.



Roland Houareau

Director

Roland Houareau is General Manager, Northern Territory at INPEX. In this role Roland is the nominated corporate representative and a primary leader for INPEX in the Northern Territory.

Roland started his career in the manufacturing and resources industries in the mid 1990's working across Australia and Oceania in a range of roles on mega-development projects. He has extensive experience in maintenance services for both offshore and onshore assets. He has over 20 years of business experience and exposure in areas such as: Human Resources, Project Management, Stakeholder Engagement, Contract/ Alliance Management and Occupational Health and Safety.

Roland joined INPEX in 2009 and has been a member of the company's senior management team for several years.

Roland holds a first-degree BA in (International & Public Relations) and a second Postgraduate degree, Master's

Project Management from the University Southern Queensland.

Roland is a Fellow of the Chartered Institute of Personnel and Development in the United Kingdom (CIPD) and a Fellow of the Australian Human Resources Institute (AHRI). Fundamentally his career has involved supporting people and businesses to meet their professional and personal objectives.

Most recently Roland completed the International Company Directors Course (ICDC) and is a graduate of the Australian Institute of Company Directors, (AICD).

Roland has a global business frame of reference, yet good local understanding of the NT, this brings a diverse perspective to help navigate today's and tomorrow's business environments.





Shaun Pearce

Director

Shaun Pearce, CEO of Ironbark Aboriginal Corporation a position he has held since 2015, a Not-For-Profit organisation, operating in the Employment and Training sectors in regional and rural areas of Darwin, he brings 25 years of managerial experience to Ironbark. This experience comes from a range of fields including Manufacturing, Tourism, specialising in the field of Indigenous Tourism, Hospitality, Indigenous Education, Training and Employment.

Prior to joining Ironbark Aboriginal Corporation, Shaun was engaged for 7 years as a Senior Executive Manager for Voyages Indigenous Tourism Australia, based at Ayers Rock Resort in Yulara. During this period, Shaun held the positions of GM Yulara Community and Indigenous Engagement, GM Commercial Operations and GM Resort Services.

Previous roles in the manufacturing / printing and packaging industries include Operations Manager, Business/Product Development Manager and Group technical Manager for

multinational companies such as Amcor, The Smorgon Group and Detmold Packaging, in these roles he was regularly required to work internationally. Shaun held the position of Chairman of the Australian / New Zealand Flexographic Technical Association.

Shaun has experience as a business owner, he commenced an online print business which he ran successfully, before going onto sell this business. He then worked as a consultant on a variety of businesses, ranging from, Indigenous affairs, Business Management and Flexible Packaging.

Since moving to Darwin Shaun has immersed himself into life in Darwin, he donates spare time to charity organisations, in addition he holds several Board Positions:

Tourism Top End Board of Management, Darwin Buffaloes Football Club (Current President), and PRBA Management Committee

Team Members

MANAGEMENT

Greg Ireland, Chief Executive Officer

Nicole Walsh, Chief Operating Officer

Stephen Goodall, Chief Policy Officer

Andrea Smith, Workplace Relations Manager

Kate Morrissey, Manager of Industry Councils

SPECIALIST ADVISORS

Rob Perry, Senior Workplace Relations Advisor

Chenoa Ellison, Workplace Relations Consultant

Ronan Mackey, Business Development Manager of Darwin

Colin Abbott, Regional Manager of Katherine

ADMINISTRATION SUPPORT

Kerry-Lee Daniell, Executive Assistant to the Chief Executive Officer

Timmy O'Connor, Marketing and Events Officer

Swati Lenka, Finance Officer

Msanide Kalima, Workplace Relations Coordinator





Presidents Report

Karen Sheldon AM
President

Accepting the role of President of the Chamber in February this year was certainly up there with building a sauna in Tennant Creek in terms of rash business decisions I have made in my life!

A silver lining for me to the cloud that has enveloped us all for 2020 has been that at least I can understand from a very 'boots on the ground' perspective, exactly what many of our members are experiencing during this 'one in a hundred years event' of the COVID-19 pandemic and ensuing business disruption that is still unfolding. In mid-2020, when asked how our business is faring my comment was often- 'we used to have a catering company'!

However in my short time as President of the Chamber, it has been my honour to work with an extremely talented and focused group of Directors and our increasingly strengthened executive and staff teams who make up the engine room of the Chamber, all dedicated to providing an ever stronger more relevant voice of business to Governments, and more and better services to members. This is even more vital in the daily changing challenges - and equally importantly - opportunities we are all facing as 2020 rolls on.

At the end of April, the Board was pleased to announce the appointment of Greg Ireland as permanent CEO of the Northern Territory Chamber of Commerce. Greg earned the role through his very professional application to the independent and nation-wide intensive recruitment process conducted by Randstad and overseen by their very dedicated Senior Recruitment Consultant, Laura Finch.

It is worth recording that the CEO recruitment process resulted in 60 international, interstate, and local applicants undergoing a detailed and exhaustive selection process with nine extremely well qualified quality short-listed applicants being interviewed by a highly regarded independent panel of local business specialists.

Greg has certainly hit the ground running in one of the most challenging business climates possible and his drive and successful small business background are

standing him in good stead in the business focused changes he is implementing.

Greg along with your Board of Directors and the Chamber Team are working to transform the Chamber to become an ever more relevant voice, and to grow the depth and breadth of our membership and our representation and services to members large and small across the Territory.

I wish to pay tribute to past Chamber CEO, Greg Bicknell who retired earlier this year and who took on the job at a low point in the Chamber's financial history more than twelve years ago. 'Bicks' guided the organisation through some tough times to lay the groundwork for the future your current executive is working to deliver. Greg was the respected face of the Chamber for many years and business NT is indebted to his calm and considered stewardship.

Another long-term staff departure this year saw Brian O'Gallagher tender his resignation in April to pursue private opportunities. The Board acknowledges Brian's dynamic five-year tenure in his capacity as Deputy CEO and his strong voice for many initiatives including as a buy local advocate and a champion for small and micro businesses.

I also wish to pay tribute to retiring Vice President Finance Board Member Alex Brown. Alex is a long-term Chamber member who has served diligently and selflessly for the last four years in this vital role overseeing Chamber business and finances. Alex has also been a font of wisdom and governance strength particularly for newer members of the Board and his positive visionary personality will be missed.

In October last year Nicole Walsh from Alice Springs took up the Territory-wide role of the newly created position of Chief Operating Officer and her very strong hands-on operational expertise and marketing experience is increasingly driving both our regional presence and the Chamber image. Nicole's 'can-do' attitude is providing positive support and encouragement to all our teams Territory wide and truly embodying the Chamber spirit.



Greg and Nicole are supported by a wonderful group of dedicated staff and as I have come to know them, I have developed a deepening respect for their diverse skills and their strong team spirit. On behalf of the Board I would like to recognise and thank each Chamber staff member for their contribution in what has been a very difficult and uncertain year for them also.

As we all look towards 2021 and settle into our 'new normal' your Chamber is rising to the challenge and ramping up the transformation changes that began even before pandemic times.

With greater range and flexibility around membership packages and increasing services to members, your Board will ensure the focus remains squarely on being an influential and relevant "Voice of Territory Business" for the Territory and beyond.

With an increasing presence in the regions one key aim of the Chamber is to bring the whole of Territory business together and to widen representation in the diverse communities that make up our incredible Northern Territory. This will ensure all businesses, even from the very micro one person ventures are heard and can participate in what we see as an exciting future full of opportunities.

We will also participate strongly in partnerships to ensure employment and training opportunities are maximised in the exciting resource projects that are increasingly gaining momentum in several regions. Starting very early in the planning stages the Chamber will aim to bring stakeholders together to ensure all Territorians and particularly First Australians are well prepared to grasp the opportunities for prosperity parity and self-determination that these projects will make available.

The Chamber will also increasingly work with NT Education to advocate for and facilitate the increasing capacity of VET in school to provide real pathways into industry for the next generation of workers to drive the Territory forward.

With an increased focus on technology, and the social and environmental opportunities and responsibilities of business your Chamber will provide the up to date best practice business support that will allow our amazing entrepreneurs to get on with building and adapting their businesses in the embodiment of true Territory spirit – "when the going gets tough, the tough get going".



CEO Report



Greg Ireland
CEO

2020 is a year that will be remembered for a very long time, predominantly for the wrong reasons. All businesses have been impacted by the COVID-19 pandemic and government responses, which have worsened the already deep downturn in the Territory economy.

This year has seen a changing of the guard within the Northern Territory Chamber of Commerce and Industry with Karen Sheldon stepping up into the role of President and the departure of long time CEO Greg Bicknell.

As the immediate past President, I thank Greg for his service as CEO and acknowledge the commitment made by Karen to her new role in what has been a very testing time, battling with the impacts of COVID-19 on her hospitality and training businesses.

The Chamber has endeavoured to support all Territory business during this unprecedented pandemic and was called on by Chief Minister Gunner to assist in the design and implementation of the sector-specific Business Survival Fund. The Chamber was also requested to establish a Business Support Hotline where we provided triaging and frontline support for the many Territory businesses who needed assistance. With the rules changing almost hourly in some cases, this was quite a challenge and I extend my gratitude to the Chamber team for taking on this commitment at no notice and patiently assisting many, sometimes frustrated and upset people.

In an ongoing effort to regain our relevance to our member base, Chamber NT has stepped up its advocacy work, becoming regular contributors with opinion pieces to the NT News, speaking out about our concerns with respect to energy security and the cost of electricity to the business community, advocating policies to revive the economy, and by forming new committees that target growth opportunities for

members. These changes have been well received and there has been considerable positive feedback about this renewed level of vigour.

In general, our views have been considered balanced, logical, accurate and soundly based which is what we set out to achieve. Over the past few months, Chamber NT introduced new frameworks to guide the way we work and ensure our policy and advocacy efforts are squarely aligned to member priorities. Our public advocacy has demonstrated to key players that the Chamber has a strong backing from business, and we have targeted initiatives aligned with our policy priorities including infrastructure, education and training and regional development.

In late August, the Gunner Government was re-elected for another four-year term, and earlier that month it announced an estimated debt in the order of \$8.2 billion, a staggering number that should be of concern to all Territorians. There is no short-term fix for this situation: increased spending, reduced revenues and a prolonged downturn in the NT economy have created the perfect storm. With COVID-19 weighing down the situation further, we find ourselves in an economic pandemic for which there is no vaccine. Short of being financially rescued by the Australian Government, the only way out is to tighten our belts, develop a sound economic growth strategy that sets out clear goals and timelines, and then drive towards those outcomes with a rock-solid focus on achieving them.

Key goals must be to make it easier for businesses to get approvals, hire people, and invest in skills. We have expanded on these important outcomes in the Chamber NT submission to the Territory Economic Reconstruction Commission, which is available through the Northern Territory Rebound website.

Working with the Australian Chamber of Commerce and Industry throughout the year ensured Territory

Plan for recovery must fit NT needs

Reopening the Territory economy needs to be planned carefully so we do not undo our successful flattening of the coronavirus transmission curve, writes business chief GREG IRELAND



GREG IRELAND

I am sure that those who have followed the news of the Northern Territory's economic recovery will have seen the Territory's economic recovery plan. It is a plan that is designed to ensure the Territory's economic recovery is sustainable and that it does not undo the success of the Territory's economic recovery plan.

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Chamber NT business chief Greg Ireland and the government have promised that assistance for business and the community in the face of the NT's economic recovery.

It's likely we will need to behave differently in the future

It is a plan that is designed to ensure the Territory's economic recovery is sustainable and that it does not undo the success of the Territory's economic recovery plan. It is a plan that is designed to ensure the Territory's economic recovery is sustainable and that it does not undo the success of the Territory's economic recovery plan.

“Reopening should prioritise business sectors, and locations where most jobs are at stake”

business was well represented on national issues such as penalty rates, the minimum wage review, taxation, infrastructure, trade policy and education and training. In addition, Chamber NT also made submissions to Territory and Federal Governments on red tape, workplace manslaughter, environmental legislation, government procurement, and a range of local government strategies.

It has been a tough year for the Chamber's business, with an operating loss recorded, which is never a good outcome. With members doing it tough, membership revenue decreased by 5%, many events and training opportunities were wiped out by the social distancing restrictions and as a result we remain constrained by our financial position. However, our role representing business has never been more important than it is right now.

The Board and the Senior Management Team have been working hard to resolve the financial situation. Our workplace relations team has stood up under the load of the economic crisis and shouldered a significant increase in workload. I thank Andrea Smith and her team for being there when our members needed them most.

The Chamber has made a substantial effort to communicate via many platforms, through social media and key events such as business at sunset, golf days and webinars. Nicole Walsh and her team have been getting our messaging out loud and clear.

I would like to thank the Chamber NT Board, Regional Committees and our staff for the ongoing strategic leadership and guidance in continuing to support and promote Territory business and the NT as a great place to do business.

Finally, I thank all members of the Chamber of Commerce NT for their continued membership and support. With our 60-year history and established networks, we are well placed to continue in our role as the Voice of Territory Business in the year ahead, and many years to come.



Treasurers Report

Alex Brown
Vice Chair Finance

2019/20 has been an extraordinary year as business in the NT and nationally experienced the bite of COVID-19. Although the Chamber's gross revenue increased by 13.6% over 2018/19, core revenue activities suffered with reductions in; Events -32.2%, Membership -11.6% and Training -34.1%.

It wasn't all bad news as government(s) stimulus packages kicked in, enabling the Chamber to continue vital work of representing the NT business community to government, providing much needed advice and services to navigate through a pandemic.

During the year operating expenses were managed tightly by the executive management team to reflect the economic environment. Gross expenditure increased by 16.7%, largely due to costs relating to tenders undertaken e.g. Steel Sector Supply Study. Regretfully I report an operating loss of (\$118,227).

Continuing on from 2019/20 the Chamber Board, Management & Staff continued the journey of our income diversification strategy (refer to chart) providing targeted focus on specific sectors of the economy, advocating for business and providing outcomes with:

- The seasonal worker project
- Large scale work place relation contracts
- International Student Wellbeing Project
- Steel Sector Supply Study
- COVID-19 Business Crisis Support
- Creative Industries Steering Committee Development Project and;
- The Pacific Labour Scheme

From a Board and management perspective there has been much change in the past twelve months in implementing a range of initiatives, harnessing opportunities and overcome challenges as:

- The Board added 4 new Directors resulting in a 50% turnover, injecting different and diverse skills & knowledge. Leadership roles saw a 66% change with a new President in Karen Sheldon &

Vice President, Brett Hagan. Karen is the second female voted to lead our organisation in the Chamber's history. Karen has shown outstanding leadership in steering the team into a period of transformational change.

- The Board initiated an independent and integrity-based recruitment process for a new CEO. Arguably the most independent process undertaken by the Chamber and at the very least meets the high-water level and benchmark of any employer association.
- Under Karen's leadership, the Board dissolved high cost ongoing full time contracts for executives and replaced the same with time and performance based contracts.
- The Chamber now has senior management represented in both Alice Springs and Darwin.
- At 31st August 2020 the Chamber has \$623,152 income in advance through grants and public and private tenders.
- A partnership with the ICN was formalised in Katherine where shared resources have been a great success to date. A co-ordinated approach to advocacy, business services and networking are now delivered far more efficiently.
- The Board initiated a number of sub-committees reviewing of Workplace Relations, the establishment of the Marine Industry and the Energy Groups. The outcomes are assisting the Chamber to understand the needs of business and opportunities in a post COVID-19 environment that are being communicated to government.
- Last but not least The Chamber's Manufacturing/ International Business Councils and Regions were active in supporting their memberships, providing much appreciated advice in assisting the Board in developing strategic direction and policy.

Moving forward there is more change required in sustainable membership models and service delivery to ensure we maintain and build our relevance to the business community.

Whilst the Chamber has a solid foundation of works in progress, the Board has identified the need for transformational change and charged our new CEO, Greg Ireland with the responsibility of delivering increased value to Membership, enhanced representation and successful continuity of the organisation.

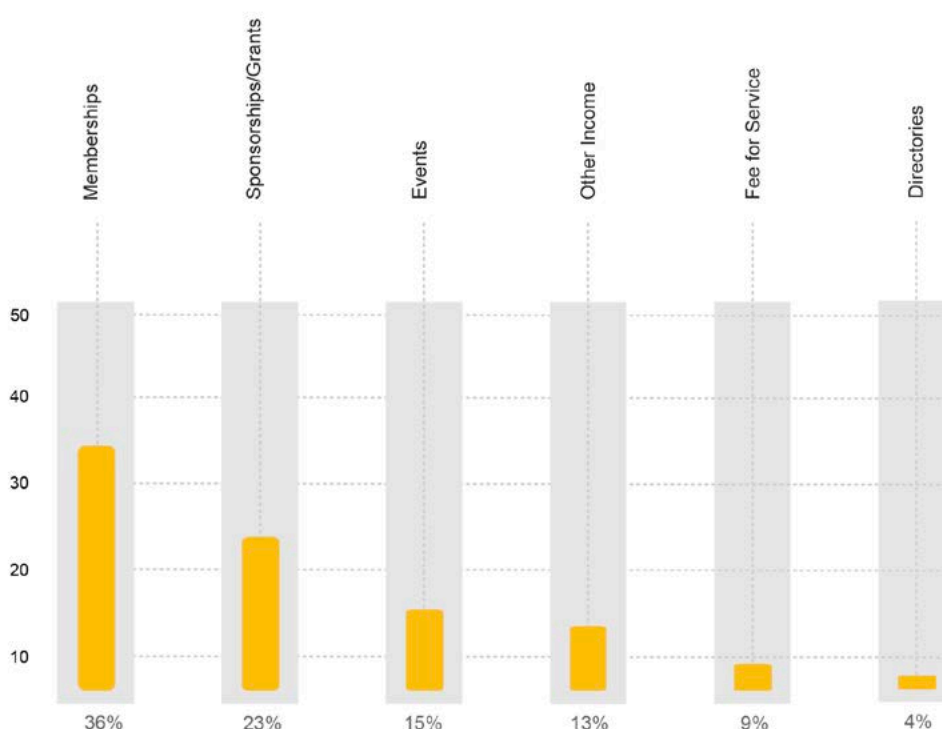
This is now my final year as your Vice-President of Finance, it has been an honour to work with President Karen Sheldon, the Board, past CEO Greg Bicknell, CEO Greg Ireland, the Chamber Team Councils, Regions and most importantly our valued Members.



KEY INDICATORS

	2019/20	2018/19
Gross Profit	\$2,950,210	\$2,598,038
Operating Expenses	\$3,068,437	\$2,629,606
Net Profit	(\$118,227)	(\$31,568)
Membership Revenue	\$1,000,982	\$1,132,798
Membership Numbers	1,125	1,203
Net Assets	\$840,302	\$958,529

2019/2020 REVENUE STREAMS



Chief Operating Officers Report

Nicole Walsh
Chief Operating Officer

It has been a jam-packed year, with the Chamber, like every other business across the Territory, and globally has to adjust to the challenges that 2020 presented.

In 2019 we were already looking at how we engage and celebrate members. We introduced the Member 2 Member closed Facebook group, created digital logo's for members use, promoted the co-hosting of information/learning sessions and increased member profiles through Facebook and LinkedIn.

By mid-March, all physical gatherings were cancelled, and we had to look at how we communicate with members and run events. Platforms such as Zoom and Teams became the Chamber's go-to resource, and from here, we ran online webinars, meetings and events.

The end of the financial year and with COVID-19 restrictions easing saw us reintroduce small events for our members. Online webinars and sessions will continue to play a substantial part in the Chamber's member engagement across the Territory.

Highlighted are some of the key events, data and additional activities by the Chamber of Commerce NT in 2019/2020.

WE BECAME AN NT GOVERNMENT CONSULTANT

The Chamber of Commerce NT became an NT Government Consultant specialising in business planning, business solutions, management and employment Solutions. Territory Business will now have the opportunity to choose the Chamber of Commerce NT as its primary provider in these areas.

THE CREATION OF A CREATIVE INDUSTRIES STRATEGY

In 2019/2020, the Chamber of Commerce NT was commissioned by the NT Government to collaborate and consult with committee and key stakeholders to develop a Creative Industry Strategy. With Angela O'Donnell leading the consultation process across the Territory, a strategy was developed aiming to harness and grow the economic, social and cultural significance of the sector, with a series of identified goals, actions and measures to ensure a coordinated approach between industry, all levels of Government and the philanthropic sector.

During this time, a Creative Industries COVID-19 Recovery Working Group was established to provide expert and strategic advice to inform the sector's recovery in the short-term and the implementation of other Strategy recommendations over the coming years.

The Chamber is pleased to continue its involvement with continued involvement with the sector and representation on the recovery working group.

The Creative Industries Strategy can be found on our website.

EVENTS

MORNING COFFEE WITH THE CHAMBER

In 2020 the Chamber introduced “Morning Coffee with the Chamber,” a simple networking event for members and non-members at different host locations across the Territory. These events have proven to be popular in the Darwin, Katherine and Alice Springs regions and will continue into 2021.

CUSTOMER SERVICE AWARDS

The end of 2019 saw another successful round of Customer Service Awards. The awards, which started in Alice Springs in 2010, celebrate those individuals and businesses who have gone above and beyond. In 2019 through the East Arnhem, Katherine, Barkly and Central Australian Region, we had over 200 nominations and hundreds more attend the awards nights. We look forward to continuing the Customer Service Awards in 2021.

BUSINESS AT SUNSETS

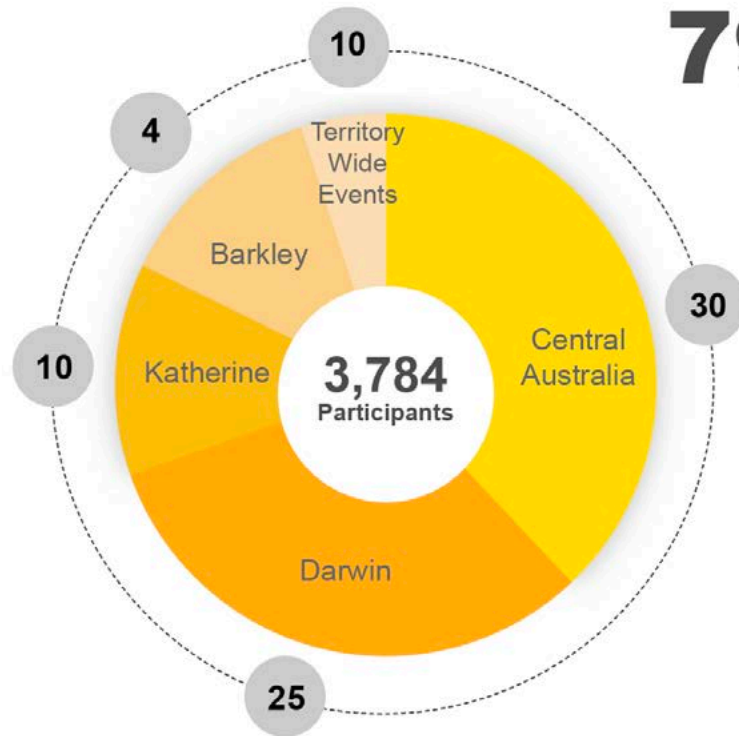
A popular event, the Chamber’s Business at Sunset, is our premier networking event held across the Territory. Booked by host businesses well in advance, the Business at Sunset’s allows members the opportunity to showcase their business while members network.

With the postponing/cancelling of many events this year due to COVID-19, overall numbers across the financial year have been lower. Still, the Chamber’s event sector is expected to come back stronger and fitter than before.

We look forward to working further with members and welcome any feedback, suggestions and opportunities to co host and collaborate with Territory Business.



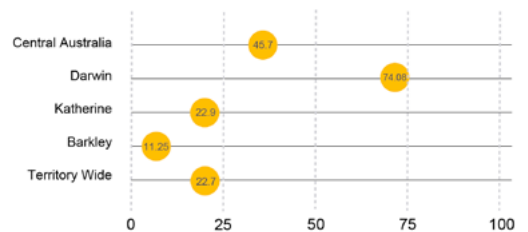
79 EVENTS ACROSS NT



TYPE OF EVENTS by Quantity



PARTICIPATION Average by Event



It's all about the **CONNECTION** with people
3,784 Participants

Engaging to support, lobby, network, inform and educate on issues important to Northern Territory businesses.



Katherine Employment
Opportunities Program Briefing Council
COVID November Lunch Information
Business Session Commerce
Creek Roberts-Smith Women Chief
Henley Race Opportunity AIDN Safety Race
Registration Henley Program Chamber
Chamber Defence Customer TIO Current
Police Creek Commerce Tennant Rotary
Regatta Virtual Session Fair Awards
Mining Energy Coffee Process
Online Chamber Creek Mining during Darwin
Real Morning Golf Overview Tools Webcast
Input Deloitte Act Regatta Day Forum NT
Projects Changes Race Dinner Alice Luncheon

Chamber of Commerce NT



Northern Territory Chamber of Commerce and Industry Incorporated

Financial Statements

For the Year Ended 30 June 2020

Northern Territory Chamber of Commerce and Industry Incorporated

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Northern Territory Chamber of Commerce and Industry Incorporated

Director's Statement

30 June 2020

The Board of Director's submit the financial report of the Chamber for the financial year ended 30 June 2020.

1. General information

Committee members

The names of the Board of Directors throughout the year and at the date of this report are:

Karen Sheldon - President

Brett Hagan - Vice President

Alex Brown - Vice President Finance

Roland Houareau

David Batic

Kathryn Stenson

Shaun Pearce

Greg Ireland – President – term ended Feb 2020

Stuart Kenny – Vice President – term ended Nov 2019

Leon Smit – term ended Nov 2019

Nicole Walsh – resigned Sep 2019

Principal activities

The principal activities of the Chamber during the financial year were:

- a) Provide effective business representation for members to assist them to achieve their full potential.
- b) Maintain and enhance services that contribute to members' ability to manage their business.
- c) Promote a legislative environment conducive to business growth.

Significant changes

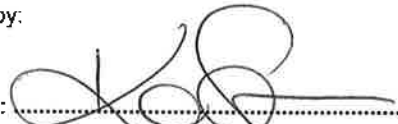
No significant change in the nature of these activities occurred during the year.


2. Operating results and review of operations for the year

Operating result

The surplus / (deficit) of the Chamber for the financial year amounted to \$ (118,227) (2019: \$ (31,568)).

This statement is made in accordance with a resolution of the Directors and is signed for and on behalf of the board of Directors by:

President: 

Vice President - Finance: 

Dated this 16th day of September 2020

Northern Territory Chamber of Commerce and Industry Inc

Statement of Profit or Loss and Other Comprehensive Income
For the Year Ended 30 June 2020

	2020	2019
	\$	\$
Revenue	1,000,982	1,132,798
Other income	1,949,227	1,465,239
Employee expenses	(1,716,054)	(1,404,314)
Other expenses	(563,047)	(406,138)
Functions	(287,106)	(290,849)
Rent and overheads	(120,664)	(122,800)
Travel and accommodation	(126,218)	(156,744)
Office expenses	(102,025)	(110,340)
Computer expenses	(82,310)	(77,308)
Insurance	(43,977)	(39,872)
Marketing and public relations	(27,035)	(21,240)
Surplus/ (deficit) for the year	(118,227)	(31,568)
Other comprehensive income	-	-
Total comprehensive income for the year	(118,227)	(31,568)

The accompanying notes form part of these financial statements.

Northern Territory Chamber of Commerce and Industry Inc

Statement of Financial Position

As at 30 June 2020

	2020	2019
Note	\$	\$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	3 652,973	1,210,959
Trade and other receivables	4 260,296	224,900
TOTAL CURRENT ASSETS	<u>913,269</u>	<u>1,435,859</u>
NON-CURRENT ASSETS		
Property, plant and equipment	5 674,848	670,042
TOTAL NON-CURRENT ASSETS	<u>674,848</u>	<u>670,042</u>
TOTAL ASSETS	<u>1,588,117</u>	<u>2,105,901</u>
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	6 635,907	990,910
Interest bearing liabilities	7 16,080	16,080
Employee benefits	8 90,587	124,799
TOTAL CURRENT LIABILITIES	<u>742,574</u>	<u>1,131,789</u>
NON-CURRENT LIABILITIES		
Interest bearing liabilities	7 5,241	15,583
TOTAL NON-CURRENT LIABILITIES	<u>5,241</u>	<u>15,583</u>
TOTAL LIABILITIES	<u>747,815</u>	<u>1,147,372</u>
NET ASSETS	<u>840,302</u>	<u>958,529</u>
MEMBERS' FUNDS		
Accumulated Funds	335,744	453,971
Revaluation Surplus	504,558	504,558
TOTAL MEMBERS' EQUITY	<u>840,302</u>	<u>958,529</u>

The accompanying notes form part of these financial statements.

Northern Territory Chamber of Commerce and Industry Inc

Statement of Changes in Members' Funds

For the Year Ended 30 June 2020

2020

	Accumulated Funds	Revaluation Reserve	Total
Note	\$	\$	\$
Balance at 1 July 2019	453,971	504,558	958,529
(Deficit) for the year	(118,227)	-	(118,227)
Balance at 30 June 2020	<u>335,744</u>	<u>504,558</u>	<u>840,302</u>

2019

	Accumulated Funds	Revaluation Reserve	Total
Note	\$	\$	\$
Balance at 1 July 2018	485,539	504,558	990,097
(Deficit) for the year	(31,568)	-	(31,568)
Balance at 30 June 2019	<u>453,971</u>	<u>504,558</u>	<u>958,529</u>

The accompanying notes form part of these financial statements.

Notes to the Financial Statements

For the Year Ended 30 June 2020

The financial statements cover Northern Territory Chamber of Commerce and Industry Incorporated as an individual entity. Northern Territory Chamber of Commerce and Industry Incorporated is a not-for-profit association incorporated in the Northern Territory under the Northern Territory Associations Act 2017 ('the Act').

The functional and presentation currency of Northern Territory Chamber of Commerce and Industry Incorporated is Australian dollars.

Comparatives are consistent with prior years, unless otherwise stated.

1 Basis of Preparation

In the opinion of the Committee of Management, the Chamber is not a reporting entity since there are unlikely to exist users of the financial report who are not able to command the preparation of reports tailored so as to satisfy specifically all of their information needs. These special purpose financial statements have been prepared to meet the reporting requirements of the Act.

The financial statements have been prepared in accordance with the recognition and measurement requirements of the Australian Accounting Standards and Accounting Interpretations, and the disclosure requirements of AASB 101 *Presentation of Financial Statements*, AASB 108 *Accounting Policies, Changes in Accounting Estimates and Errors* and AASB 1054 *Australian Additional Disclosures*. The association has not applied all provisions of AASB 15 Revenue from contracts with customers.

2 Summary of Significant Accounting Policies

(a) Cash and cash equivalents

Cash and cash equivalents include cash on hand, deposits held at call with banks, other short-term highly liquid investments with original maturities of three months or less.

(b) Employee benefits

Provision is made for the Chamber's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits that are expected to be wholly settled within one year have been measured at the amounts expected to be paid when the liability is settled.

Employee benefits expected to be settled more than one year after the end of the reporting period have been measured at the present value of the estimated future cash outflows to be made for those benefits. In determining the liability, consideration is given to employee wage increases and the probability that the employee may satisfy vesting requirements. Cashflows are discounted using market yields on high quality corporate bond rates incorporating bonds rated AAA or AA by credit agencies, with terms to maturity that match the expected timing of cashflows. Changes in the measurement of the liability are recognised in profit or loss.

(c) Property, Plant and Equipment

All Property, plant and equipment, except for land and buildings, are stated at cost, including costs directly attributable to bringing the asset to the location and condition necessary for it to be capable of operating in the manner intended by management, less depreciation and any impairments.

Land is measured at fair value and buildings is measured at fair value less accumulated depreciation. Any accumulated depreciation at revaluation date is eliminated against the gross carrying amount of the asset and the net amount is restated as the revalued amount of the asset. A revaluation surplus is credited to other comprehensive income (the asset revaluation surplus) unless it reverses a revaluation decrease on the same asset previously recognised in profit and loss. Independent valuations are performed periodically to ensure that the carrying amounts of land and buildings does not differ materially from that the fair value at the end of the reporting period.

Notes to the Financial Statements

For the Year Ended 30 June 2020

2 Summary of Significant Accounting Policies

(e) Goods and Services Tax (GST)

Property, plant and equipment is depreciated over the useful lives of the assets of the Chamber commencing from the time the asset is held ready for use.

The depreciation rates used for each class of depreciable asset are:

<u>Class of Fixed Assets</u>	<u>Depreciation Rate</u>
Buildings	5 - 40 years
Furniture and Equipment	3 - 10 years

(d) Revenue recognition

(i) Membership Income

Revenue is brought to account when received.

(ii) Interest income

Interest income is recognised when accrued.

Grant revenue

Grant revenue is recognised in the statement of profit or loss and other comprehensive income when the Chamber obtains control of the grant, it is probable that the economic benefits gained from the grant will flow to the entity and the amount of the grant can be measured reliably.

When grant revenue is received whereby the Chamber incurs an obligation to deliver economic value directly back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the statement of financial position as a liability until the service has been delivered to the contributor, otherwise the grant is recognised as income on receipt.

Northern Territory Chamber of Commerce and Industry Incorporated receives non-reciprocal contributions of assets from the government and other parties for zero or a nominal value. These assets are recognised at fair value on the date of acquisition in the statement of financial position, with a corresponding amount of income recognised in the statement of profit or loss and other comprehensive income.

(e) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred on a purchase of goods and services is not recoverable from the taxation authority, in which case the GST is recognised as part of the cost of acquisition of the asset or as part of the expense item.

Receivables and payables are stated with the amount GST included. The Net amount of GST Receivables and payables are stated with the amount GST included. The net amount of GST recoverable from, or payable to, the taxation authority is included as part of receivables or payables in the statement of financial position.

(f) Income Tax

The Chamber is an Association which is exempt from income tax. This status has been confirmed by the Australian Taxation Office.

Notes to the Financial Statements

For the Year Ended 30 June 2020

3 Cash and cash equivalents

	2020	2019
	\$	\$
Cash on hand	665	840
Cash at bank	652,308	1,210,119
Cash at bank and in hand	<u>652,973</u>	<u>1,210,959</u>

4 Trade and other receivables

	2020	2019
	\$	\$
CURRENT		
Trade receivables	260,296	224,900
Total trade and other receivables	<u>260,296</u>	<u>224,900</u>

5 Property, plant and equipment

	2020	2019
	\$	\$
Freehold land		
At cost	370,000	370,000
Total Land	<u>370,000</u>	<u>370,000</u>
Buildings		
At cost	630,156	630,156
Accumulated depreciation	(384,869)	(357,376)
Total buildings	<u>245,287</u>	<u>272,780</u>
Furniture and equipment		
At cost	199,395	336,078
Accumulated depreciation	(139,835)	(308,816)
Total furniture, fixtures and fittings	<u>59,560</u>	<u>27,262</u>
Total property, plant and equipment	<u>674,847</u>	<u>670,042</u>

6 Trade and other payables

	2020	2019
	\$	\$
CURRENT		
Accounts payable	141,634	227,656
Income in advance	429,528	701,192
GST payable	-	673
Other payables	64,745	61,389
Total trade and other payables	<u>635,907</u>	<u>990,910</u>

Notes to the Financial Statements

For the Year Ended 30 June 2020

7 Interest-bearing liabilities

	2020	2019
	\$	\$
CURRENT		
Building loan	16,080	16,080
	<u>16,080</u>	<u>16,080</u>
NON-CURRENT		
Building loan	5,241	15,583
	<u>5,241</u>	<u>15,583</u>

8 Provisions

	2020	2019
	\$	\$
Current liabilities		
Annual leave	80,697	83,697
Long service leave	9,890	41,102
	<u>90,587</u>	<u>124,799</u>

Annual leave

The current provision for employee benefits is expected to be taken within 12 months.

Long Service Leave

The provision for long service leave represents entitlements accrued at the end of reporting period for long service leave and additional costs including superannuation. An estimate has been made on the probability of employees remaining in continuous employment until the completion of the vesting period of 10 years.

Future wage increases have been budgeted at 3% per annum and bond rates of between 5% and 5.6% over the next 15 years have been used to calculate the present value of the obligation.

The provision for long service leave does not include any vested entitlements and the amount expected to vest within the next 12 months has been disclosed under current provisions.

Northern Territory Chamber of Commerce and Industry Incorporated

Directors' Declaration

The Directors have determined that Northern Territory Chamber of Commerce and Industry Incorporated (the Chamber) is not a reporting entity because there are no users dependant on general purpose financial statements. The Directors have determined that this special purpose financial statement should be prepared in accordance with the accounting policies outlined in Note 2 to the financial statements.

The Directors of the Chamber declare that, in their opinion:

1. the financial statements, comprising the statement of profit or loss and other comprehensive income, statement of financial position, statement of changes in members' funds and accompanying notes, as set out on pages 3, present fairly the Chamber's financial position as at 30 June 2020 and its performance for the year then ended on that date in accordance with the accounting policies described in Note 2 to the financial statements and the Northern Territory Associations Act 2017; and
2. At the date of this statement, there are reasonable grounds to believe that the Chamber will be able to pay its debts as and when they become due and payable.

This statement is made in accordance with a resolution of the Directors of the Chamber and is signed for and on behalf of the committee by:

President.....

Vice President - Finance.....

Dated this 16th day of September 2020

Northern Territory Chamber of Commerce and Industry Incorporated

Independent Audit Report to the members of Northern Territory Chamber of Commerce and Industry Incorporated

Report on the Audit of the Financial Report

Opinion

We have audited the accompanying financial report, being a special purpose financial report of Northern Territory Chamber of Commerce and Industry Incorporated (the Association), which comprises the statement of financial position as at 30 June 2020, the statement of profit or loss and other comprehensive income and the the statement of changes in members' funds for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and directors' declaration.

In our opinion, the accompanying financial report of the Association for the year ended 30 June 2020 is prepared, in all material respects, in accordance with the Northern Territory Associations Act 2017.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Association in accordance with the auditor independence requirements of the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter - Basis of Accounting

We draw attention to Note 1 of the financial report, which describes the basis of accounting. The financial report is prepared to assist the Association in meeting the reporting requirements of the Northern Territory Associations Act 2017. As a result, the financial report may not be suitable for another purpose. Our report is intended solely for the Association and should not be distributed to or used by parties other than the Association. Our opinion is not modified in respect of this matter.

Emphasis of Matter

We draw attention to Note 2 which states that membership income is brought to account when received. It is our opinion that this policy is not in line with AASB 15 Revenue from contracts with customers. Our audit opinion is not qualified in respect to this issue. The association is in the process of implementing a new membership system and we believe that the issue will not be recurrent moving forward.

Responsibilities of Management and Those Charged with Governance

Management is responsible for the preparation and fair presentation of the financial report in accordance with the Northern Territory Associations Act 2017, and for such internal control as management determines is necessary to enable the preparation of the financial report is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Association or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Association's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

Perks Audit

PERKS AUDIT PTY LTD
84 Smith Street
Darwin
Northern Territory 0800

P Hill

PETER J HILL
Director
Registered Company Auditor

Dated this 30th day of September 2020

**Northern Territory Chamber of Commerce and Industry Inc
For the Year Ended 30 June 2020**

Disclaimer

The additional financial data presented on page 13 is in accordance with the books and records of the Chamber which have been subjected to the auditing procedures applied in our statutory audit of the Chamber for the year ended 30 June 2020. It will be appreciated that our statutory audit did not cover all details of the additional financial data. Accordingly, we do not express an opinion on such financial data and we give no warranty of accuracy or reliability in respect of the data provided. Neither the firm nor any member or employee of the firm undertakes responsibility in any way whatsoever to any person (other than Northern Territory Chamber of Commerce and Industry Incorporated) in respect of such data, including any errors or omissions therein however caused.

Perks Audit

PERKS AUDIT PTY LTD
84 Smith Street
Darwin
Northern Territory 0800

P Hill

PETER J HILL
Director
Registered Company Auditor

Dated this *30th* day of September 2020

**Northern Territory Chamber of Commerce and Industry Inc
For the Year Ended 30 June 2020**

Detailed Profit or Loss

	2020	2019
	\$	\$
Income		
Revenue - trading	1,000,982	1,132,798
Member functions	702,351	412,858
Grants and sponsorship received	683,695	605,655
Government grants	158,500	-
Industrial relation fees	149,667	118,980
Directory fees	99,851	91,602
Course Fees	71,569	108,678
Miscellaneous income	68,768	98,130
Rent Received	10,750	18,600
Interest received	2,745	5,232
Room hire	1,332	5,505
Total income	2,950,210	2,598,038
Less: Expenses		
Salary, wages and superannuation	1,716,054	1,404,314
Consulting fees	307,068	15,023
Members functions	287,106	290,849
Travel and accommodation	126,218	156,744
Rent and overheads	120,664	122,800
Office expenses	102,025	110,340
Subscriptions	92,513	105,655
Computer expenses	82,310	77,308
Insurance and workers compensation	43,977	39,872
Depreciation	42,514	43,465
Cleaning	27,831	28,359
Marketing and public relations	27,035	21,240
Electricity	26,291	26,809
Board travel	20,024	35,274
Body Corporate fees	17,522	22,051
Training other	14,782	20,634
Bank charges	7,262	5,652
Printing and stationery	6,711	13,218
Accounting and audit	6,100	5,600
Rates and taxes	5,361	7,367
Repairs and maintenance	5,159	4,020
Catering	4,981	3,784
Functions	4,479	380
Staff Amenities	3,645	4,526
Entertainment	2,069	977
Interest paid	1,717	3,095
Legal fees	1,067	11,653
Bad debts	164	1,541
Employee benefit provision movement	(34,212)	47,056
Total Expenses	3,068,437	2,629,606
Surplus / (deficit) for the year	(118,227)	(31,568)

Central Australian Regional Committee Chair's Report

Neil McLeod
Central Australian Regional
Committee (Chair)

There is no doubt that the last twelve months has been particularly challenging from a business perspective and obviously much more challenging for businesses that have an ongoing impact as a result of restrictions brought on by COVID-19.

Despite the efforts of both the Federal and NT Governments in providing financial support, there are many businesses that have not survived or if they have survived, they are now operating under quite different circumstances. The Chamber has also played its part in providing support to Territory businesses through a number of initiatives, including co-hosting information sessions, conducted via Zoom, that elaborated on support available for businesses, as well as the hosting the Business Assistance Hotline which proved to be much needed and popular.

Although there has been a significant downturn in the NT economy and that of Central Australia in particular, due to COVID-19, the early action by the NT government proved to be decisive in mitigating the negative impact on business. Without the financial support and the travel restrictions, it is likely that the NT economy would have been in a much worse position than we now find ourselves in.

Unfortunately, COVID-19 is not in the past and is likely to be here for some time. The challenge now for the whole of the NT, is to work together to grow the NT economy.

As part of its plan to achieve this, the government has set up the Territory Economic Reconstruction Commission (TERC) to provide advice on a way forward to grow the Territory economy. This Commission is due to hand down its final report in November and so is only around for a short time. In conjunction with the TERC, the government has set up the Central Australia Economic Reconstruction Committee along with a number of regional reconstruction committees. These Committees initially have a two-year life span.

One thing that has become clear, is that economic growth cannot be achieved by government alone and

it necessarily requires significant private investment. It is the government's responsibility though to provide the degree of certainty needed by businesses to allow for this much needed investment.

The future for Alice Springs is still bright but it will require the co-operation of all levels of government. A prime example of where this has not happened is the National Aboriginal Art Gallery.

It is imperative that all barriers be removed and that the NT Government be given all things necessary to allow the development to take place at the Anzac Hill precinct. This will be a major attraction for Alice Springs, and it is a pity that it has not progressed in the last few years.

Imagine where we could have been if the Gallery was already built. With the restrictions on overseas travel likely to be around for a few years yet, Australians are looking to travel much more internally. The National Aboriginal Art Gallery must be built.

From a local Chamber perspective, there have been several significant changes over the last twelve months, including the appointment of Nicole Walsh as the Chief Operating Officer for the NT. We are also in the process of recruiting additional staff for the Alice Springs office.

COVID-19 has forced the cancellation of Chamber events through the year, but things are now starting to be more normal. The recent golf day was successful although the weather wasn't as kind as it could have been. The popularity of the Business at Sunset events continues and is a proven way to promote your business with your peers and it also provides a great networking opportunity. There are plans for regional Customer Services Awards with a view to perhaps an NT event at a later date.

Thanks go to the whole of the Territory team for the Chamber as with the limited staffing of the local office, this is necessary to continue to provide benefits and support to members that is needed. We are looking forward to a brighter year ahead for all.

Katherine Region Report

Linda Blackwood / Kevin Grey Co-Chairs
CCNT – Katherine Executive Committee

The Katherine Executive Committee hold regular monthly meetings second Thursday of each month at the Katherine Chamber office. Our thanks to the Executive Committee members for their time and contributions this year, and to our former Executive officer Ms Sue Jones for her many years of service. Welcome to Mr Colin Abbott in the newly created joint role of CCNT/ICN Executive Officer.

SUMMARY OF ACTIVITIES FOR THE YEAR

COMMUNITY DIRECTORY

The Community Directory remains a valuable and extremely well patronised publication despite the saturation of digital media. We believe this publication will be relevant for many years to come and have shown that it is a viable publication in all respects.

GOLF DAY

We withdrew from hosting Gold Days this year after a death of competing events being held in the previous year, in favour of events that fostered contact between more participants.

KPCCG GROUP (PFAS)

This group is now meeting more infrequently as the initial actions to mitigate the intake of PFAS in the local region have been implemented.

The impending settlement/payment of the class action in December 2020 has brought some solace in terms of financial benefit however the effects of PFAS will last for many years to come. The focus of the group at this point is to monitor the long-term health studies that are in place and to ensure that they do remain and are reported.

MEMBER MONDAY

The weekly expose of local member organisations on our Facebook site is still quite a hit however we need to reinvigorate the effort.

It is also a good gateway for the Executive Officer to discuss business and a great way of interacting with our members.

LIAISON WITH MEMBER FOR KATHERINE

Unfortunately, there was very little local involvement from our local member, particularly in the latter part of the year leading up to the NT Election. We look forward to establishing a positive and energetic dialogue with the new recently elected MLA Ms Jo Hersey as she makes her mark on the electorate.

WOMEN IN BUSINESS LUNCHEON

Women in Business Luncheons were our most successful regular functions this year, being held in a combination of formats, both face to face and online. It was fantastic to see all events well attended and to hear the great discussion and positive information sharing that resulted. Full credit to Ms Linda Blackwood for the effort she injected leading the push for this event.

BUSINESS AT SUNSET

We did not have a lot of success with our B@S events this year. A number of scheduled events fell through for reasons that were unavoidable and we need to do better this year to maintain the B@S as a mechanism to preview the skills and capabilities of new and existing businesses.

CHRISTMAS IN KATHERINE SHOP LOCALLY

This project will continue for 2020 with the focus of capturing the Christmas Trade. This event will start on the 1st November 2020 and has proved to be

popular with the Katherine Community. It takes some work to rally businesses however we aim to have 80 participants this year which will provide an attractive pool of prizes, fund a TV promotional Ad and contribute a small profit to CCNT to cover costs. We have increased the entry fee for businesses to \$165.00 for members and \$185.00 for Non-Members and continued with the same branding boxes, A3 posters and tickets to provide a uniform promotion.

CUSTOMER SERVICE AWARDS

The Customer Service Awards were unfortunately a victim of COVID-19, and changes to CCNT staffing and structure. We look forward to reinvigorating them in 2021, hopefully with a consistent state wide process.

HYDRAULIC FRACTURING / MINING

There is still strong opposition to Hydraulic Fracturing and mining activity in general, mainly fuelled by environmental concerns and groundwater demands and retention of quality. The PFAS contamination has served to highlight how fragile our water resources are. I agree with the view of those who advise that the local economy does not understand the level of activity that will be generated by mining activity now that operations have been approved. Certainly the next 18 months will be interesting to see what transpires.

LOCAL BUSINESS ACTIVITY

An interesting & challenging year for the Katherine business community. Our diversity has stood us in good stead, and while tourism, retail and hospitality have been impacted greatly, defense, agriculture, logistics and service industries have remained active and kept Katherine alive. Katherine has always demonstrated a high level of resilience, and this year, seeing local businesses in tourism and hospitality particularly pull their socks up and think laterally to reinvent themselves to keep solvent was a great example of this ability to adapt.

The NT's reputation as the safest place in Australia has been beneficial, with visitor numbers swelling as soon as borders opened to allow this to happen. Overall, we would have to say that the Katherine Region has been fortunate compared to other



regions of the NT the past financial year, being somewhat isolated from the factors that have affected the Darwin Region and we have other projects that have buoyed the local economy, predominantly the Defence activity at RAAF Base Tindal. Despite criticism of the lack of direct business engagement (mostly from myself), nevertheless the increase in activity is evident.

Our unique multi-faceted economic base (Tourism, Defence, Regional Service Hub, Agriculture, Horticulture, Health and Welfare) proves to be our strength and we maintain the focus on improving what we have to the best of our ability. We continue to promote the concept of “Katherine – Commercial Crossroads of the North”.

The vision of Katherine as a bustling hub for our region, with a selection of retail shops, range of services and a plethora of eateries is one we keep strong while we plan our activities. With the CBD revitalisation project starting to come to fruition, this vision gets closer everyday.

Katherine has been subject to local water restrictions due to the PFAS risk minimising the use of groundwater and more recently the river water level is very low. The town's water supply comprises 10-30% of groundwater, while the balance comes from the Katherine river.

In closing, 2020/2021 will be a positive year for the Katherine Region. There is a very positive outlook among a core group of business people that have a can-do attitude which is being felt on the Executive Committee and through local business interactions and I look forward to being part of this.

Thank you to the CCNT Katherine Executive Committee and Co-Chair Linda Blackwood for their involvement and support in 2018/2019.





Barkly Region Report

Jared Baldwin
Chair of the Barkly Regional Committee

It has been a busy 12 months in the Barkly Region. Like every other region, the Barkly was impacted by COVID-19, cafes and clubs closed and many major work projects ceased for a short period.

There was some positive impact for business in the area with large purchases and orders being given to local providers. The Regional Barkly Deal has been slow moving with many projects to commence, however the injection of Federal funding is welcomed and we look forward to seeing economic growth in the region.

As a committee we work and continue to advocate for a more streamlined local procurement processes, a safer community for families and business and commencement of large projects in the area.

As mentioned above, the direct crime on the community and business is having an enormous impact on the town and surrounding areas. We look forward to supporting measures and programs to combat the ongoing issues.

The Chamber of Commerce maintained networking events up until COVID-19 knocked at the door 19. Events for the year include the 2019 NT Corporate Golf Day, Customer Service Awards, training including Workplace Health and Safety and our premier networking functions Business at Sunsets.

I would like to thank the Committee including Vice Chair Greg Marlow for their commitment through the year. To the members for your support and involvement in 2019/2020, thank you.

The Tennant Creek and surrounding community are passionate about the region, we look forward working on continuing to make the town a thriving part of the Territory Economy.





Manufacturers Council Chair Report

Mike Apathy
and the Manufacturers Council Exec.

It has been a busy year for the Manufacturers Council (MC), and we have continued to represent our members across a number of key objectives.

Like everyone, manufacturers and local industry has been faced with unprecedented uncertainty when COVID-19 emerged and became a reality for Australians in February/March of 2020.

In response to this, the MC worked hard to support its members through a number of initiatives both independently and by collaboration with other groups, associations and Government.

We increased the frequency of the Trade & Industry newsletter and started to publish a weekly 'Updates' communiqué to members as a response to the vast amount of information that was being shared from different government and non-Government agencies, re links to grants and support funding for businesses, crisis counselling, frequent updates to restrictions and regulations, and other information.

We made an effort to coordinate and offer more free information sessions, webinars and events for members. We did so by collaboration with other industry associations or by Government partnered or sponsored events. We contacted every Industry Council member (MC and IBC member) individually to seek feedback on their industry, their own situation and to offer our support and advice on various support incentives.

COMMITTEE AND STAFF

In May 2020, we welcomed newly appointed Chair, Mike Apathy of RAM Services. This appointment followed the decision from Tony Hewitt, Bestbar Reinforcement to step down from the position due to upcoming work commitments. Tony remains on the committee. You can read Mike's bio and view 2019-2020 committee members at www.chambernt.com.au/mc-content/executive-committee-mc.

Kate Morrissey was appointed to the Manager role in April of 2020, following Brian O' Gallagher's decision to move on from the Chamber NT. Kate has worked within

the Industry Councils for 9 years, from an Admin and Projects officer role to more recently as the Assistant Manager. Thank you to Brian for his commitment and contribution over the past 6 years.

MEMBER ADVOCACY

The Manufacturers Council is well known for its work in advocating for greater commitments to local content, across government and private sector. The MC meets regularly with Government departmental staff involved in the policy making for procurement practices, as well as with the independent Buy Local Advocate. The Manufacturers Council provides feedback from member businesses through the Chamber NT and its own networks. Chamber NT CEO Greg Ireland sits on the Buy Local Procurement Review Board who meet regularly with the Buy Local Advocate to discuss important reforms to support Territory businesses.

In 2019 the NT Government launched a 'Territory Benefit Policy', a revised local content inclusion policy that would more clearly outline the requirements and expectations of project proponents, to instil early in planning phase and to adopt strategies to enhance the local benefit outcomes throughout the life of the project. The Manufacturers Council provided input to the policy throughout the process. We are supportive that the revised has been implemented and hope that it will provide clearer objectives re commitments to local businesses, apprentices, indigenous employees and subcontractors.

We have also been providing input to the 'Value for Territory Assessment Framework', which will soon be implemented into NTG procurement and tender requirements. This framework aims to provide better emphasis on the value that projects, proponents and contractors will give to the Territory, be it through revenue, jobs, training or other valuable contribution and investment throughout a project's life.

The Manufacturers Council has worked with Defence Industry counterparts to ensure member businesses stay relevant and abreast of requirements to compete for these contracts.



PROJECTS

NT STEEL SECTOR STUDY

In early 2019, the Manufacturers Council and Chamber NT engaged local consultants Deloitte to undertake a project which comprises an assessment and gap analysis of the steel manufacturing, fabrication and supply sector in the NT. This assessment is an outcome of conversations and lobbying by the Chamber NT, its Manufacturers Council and the ICN NT with NT Government about strengthening the NT Steel Sector. A Project Steering Committee consisting of representatives from each of the above-named industry associations will oversee the study.

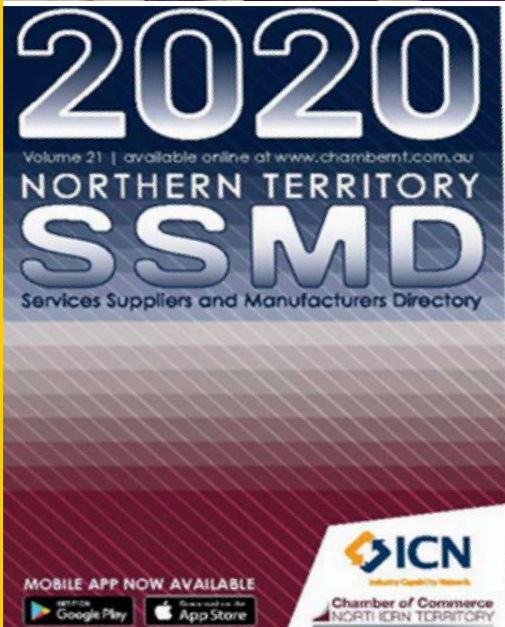
The study will provide key insights and an evidence base to inform policy impacting the industry, support industry growth and sustainability and assist individual businesses to identify areas of competitive advantage and potential development.

NT SERVICES SUPPLIERS AND MANUFACTURERS DIRECTORY

The Manufacturers Council, in partnership with the ICN NT, annually produces the NT Services Suppliers and Manufacturers Directory (SSMD).

The SSMD is an important connection between buyers and sellers of commercial, residential and industrial products and services, and highlights the range and depth of Northern Territory business in an easy-to-read, user friendly format. The directory is available in print, online at www.chambernt.com.au and available to download free as a mobile app.

The Territory has a lot to offer and we commend this free publication to anyone seeking quality NT products, services and expertise.



2019 CHIEF MINISTER'S NT EXPORT AND INDUSTRY AWARDS

Over 200 guests attended the 26th Chief Minister's NT Export & Industry Awards at a gala dinner presentation at Mindil Beach Casino and Resort Darwin with the Chief Minister, The Hon. Michael Gunner MLA. Awards were presented across 18 categories including ten export awards, five local industry awards and an international and business student category. Top end-based resources Exploration Company Australian Ilmenite won the prestigious 'Northern Territory Exporter of the Year' award from a high-class field of nominations.

The awards, which are coordinated by the NT Industry Councils (International Business Council) include five local industry awards with categories including Manufacturing Industry, Resource Supply and Service, Industry Innovation, Indigenous Business and Local Content.

Wilkinson Engineering picked up the Resources Supply and Service Award and Steeline GRP were successful in the Manufacturing Industry Award. The Industry Innovation Award was won by Rise Project Consulting. Bawinanga Aboriginal Corporation took out the Indigenous Business of the Year Award. The Local Content Award was taken out by Sunbuild via nomination for their continued use of the local supply chain in construction of large-scale Territory building projects.

DELEGATIONS AND BUSINESS MISSIONS

Due to COVID-19, many major conferences for Oil and Gas, Defence and Mining were postponed or cancelled. The MC put more emphasis on other methods to maintain these relationships such as webinars, increased communications (email) and video conferencing.

Prior to COVID-19 hitting Australian shores, the MC Manager was able to attend the Australasian Oil and Gas Conference in Perth in March. It was great to see such a high representation of NT businesses at the conference, both via the NT Government-led business booth (approx. 20 NT business representatives) and others who travelled to attend and host their own booth(s).



EVENTS

- Manufacturers Council AGM and Information Briefing with David Boyle, VP Operations, Drilling & Supply Chain ConocoPhillips and Members of the Safety Leaders Group – 16 October 2019
- INPEX Operations and Contractor Networking Session - 30 October 2019
- Northern Territory Project Pipeline Outlook for 2020 - 27 February 2020
- AusIndustry Grants and Program Overview - March 2020
- Dept of Defence Briefing Re RAAF Base Tindal Redevelopments - March 2020
- One-on-one tender application writing consultations for members - May 2020 The Future of NT Mining with Drew Wagner, NT Minerals Council– June 2020

SUMMARY

The Manufacturers Council will remain active and available to voice concerns on behalf of members.

Please don't hesitate to contact us if you would like to discuss any particular issues or topics.



Workplace Relations Division Report

Andrea Smith
Workplace Relations Manager

Taking into account the challenges faced this year, such as COVID-19 and the state of the economy, the Workplace Relations team ended the 2019-20 financial year exceeding targets. During this time, the team secured work which resulted in revenue that was 5.20% in excess to budget target and a 58.19% increase on the previous year budget outcomes.

Workplace Relations commenced 2020 with a steady case load of matters and soon increased with fee for service work from our members, putting us ahead of the fee for service budget by 21%. Once COVID-19 began to impact Australia we observed a drop in our training services due to businesses utilising the free trainings and seminars centred around COVID-19.

Throughout the pandemic, our team has been actively supporting businesses in the NT, particularly in relation to escalation of situations related to COVID-19, such as but not limited to:

- Working from home policies and procedures
- Leave policies and procedures
- JobKeeper enabling stand down procedures
- Restructures and redundancy matters
- JobKeeper guides
- Provision of advocacy and input to national agenda's relating to Workplace Health and Safety, Fair Work Act changes and Industry Award updates
- Workplace COVID-19 Safety Plans

The Workplace Relations team were engaged to support the Northern Territory Government initiative, Business Support Telephone Hotline during the pandemic, whereby providing up to 4 hours of free advice and services to the wider business community. During this time the team were able to manage both member and non-member enquiries at a heightened level and showed extreme professional resilience whilst prioritising current workloads along a pandemic.

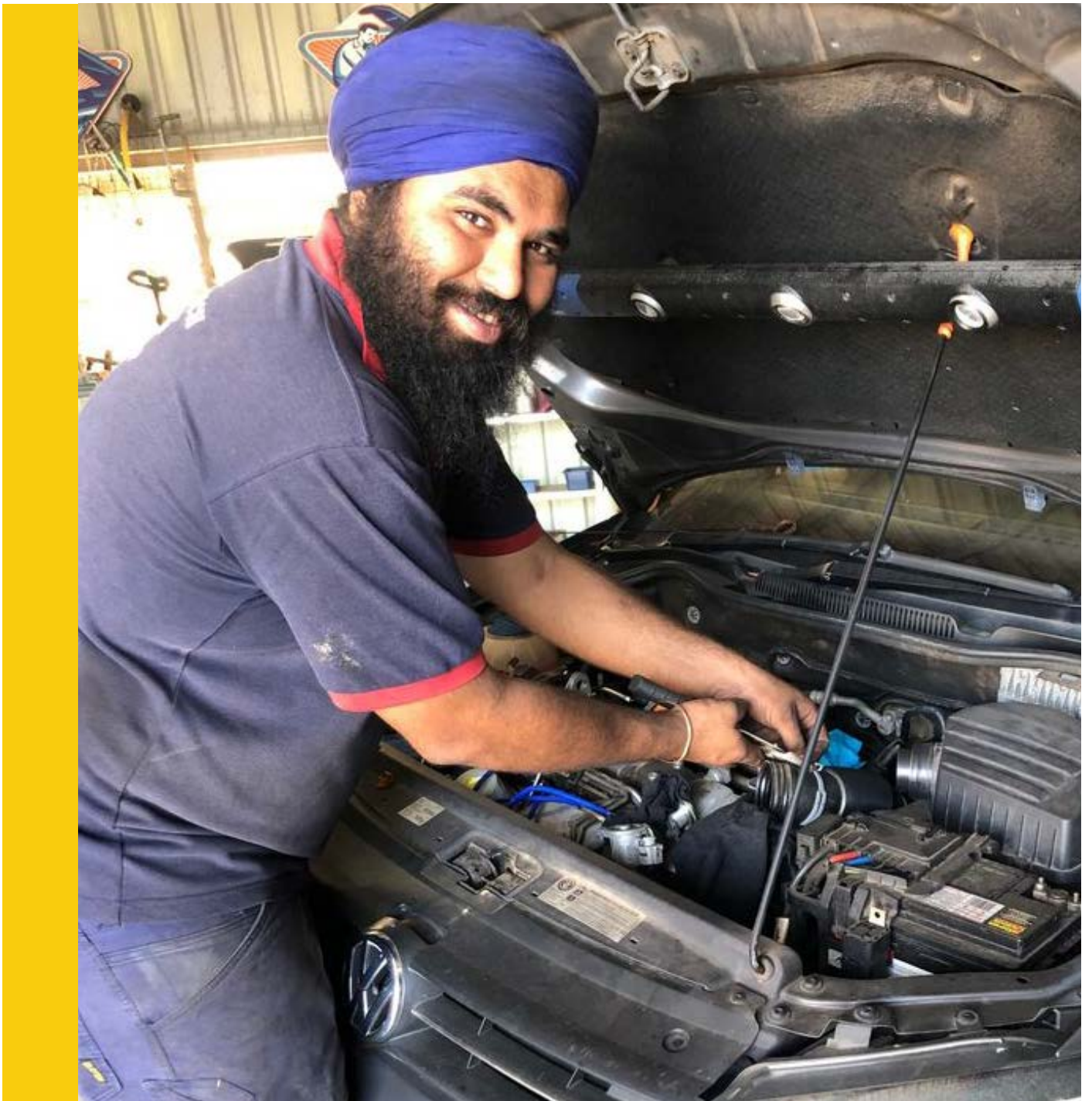
Whilst traditional training was not able to be activated during this time, the Workplace Relations team were

involved in delivering regular updates to our members regarding JobKeeper, COVID-19 Workplace Health and Safety requirements, through webinars, online seminars and have now commenced face to face training again. This has been coupled with materials, such as JobKeeper Employer Guides, JobKeeper Payment Quick Employer Guides, and newsletters on the industrial relations climate. In addition to participating in discussions about proposed industrial relations changes that are likely to impact our members, we are due to commence the new financial year by working closely with the Australian Chamber of Commerce and Industry ('ACCI') to provide pandemic related advice and advocacy to NT businesses.

The Workplace Relations team continues to provide excellent services to members through the telephone advice line along with managing the fee for service revenue generated through the following avenues such as but not limited to:

- Enterprise Agreement Negotiation Representation
- Representation at Fair Work Commission
- Workplace Investigations
- Customised and lawful contracts of employment HR bespoke services to organisations.





International Business Council's Chair Report

Steve Rowe and the International
Business Council Exec

The International Business Council (IBC) represents the interests of international traders in the Northern Territory and provides important services to Territory exporters and importers across a number of areas including export advice, business opportunity matching, appropriate lobbying and the identification and leading of international business delegations into potential markets.

The IBC continues to pursue strategic initiatives to directly promote member capability to a range of international markets including our growing services sector. The IBC has directly lobbied and worked with government to further strengthen the NT international engagement - particularly with our neighbouring Asian partners.

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This year, due to COVID-19 the focus on international business delegations to neighbouring countries and trading partners has been restricted but we have put more emphasis on other methods to maintain these relationships.

In May, longstanding committee member, Sean Mahoney stood down from his position of IBC Chair. Sean has been involved in the committee for over 15 years and Chair for 12 years. Executive Committee and staff acknowledged Sean for his hard work and valuable contribution and presented him with a lifetime membership of the IBC. Sean remains on the committee. Steve Rowe was appointed by the committee as the new Chair.

Kate Morrissey was appointed to the Manager role in April of 2020, following Brian O' Gallagher's decision to move on from the Chamber NT. Kate has worked within the Industry Councils (MC and IBC) for 9 years, from an Admin and Projects officer role to more recently as the Assistant Manager. Thank you to Brian for his commitment and contribution over the past 6 years.

We have continued to work closely with key International Trade Associations and Chambers of Commerce to provide and receive current information, share ideas and advocate a clear message for our members. We are encouraged that plans are afoot to continue strengthening our relationships with other key markets.

IBC Chair Steve Rowe has a seat on Team Territory, a key reference group of trusted experts that understand the criticality of Operation Rebound and who understand the unique Northern Territory context. [Read more >> https://ntrebound.nt.gov.au/](https://ntrebound.nt.gov.au/)

While the announcement of a Minister for Northern Australia and Trade, and Minister for International Education following the Territory Labor Government reinstalment was well received, the IBC has long advocated for the re-instalment of a dedicated Minister for Asian Engagement since this portfolio was removed. We congratulate the Labor Government on these positive steps and look forward to meeting with the Minister in the near future to discuss further.

NEWS AND EVENTS

When COVID-19 hit the Territory and global economy, the IBC made a conscious effort to support members more. We increased the frequency of the Trade & Industry newsletter and started to publish a weekly 'Updates' communiqué to members as a response the vast amount of information that was being shared

- links to grants and support funding for businesses, crisis support, frequent updates to restrictions and regulations, that could be very confusing and overwhelming.

As events and forums were cancelled, there has been an increased use of webinar and access to key international delegates thanks to COVID-19 travel restrictions.

Chair, Steve Rowe participated in the ASEAN Economic Ministers Comprehensive Economic Relationship Business Dialogue session with the Australian AusCham, AusCham ASEAN and ASEAN New Zealand Business Councils. Chamber NT CEO and IBC Manager, Kate Morrissey have also participated in an increased amount of international online forums.

The IBC has coordinated events such as:

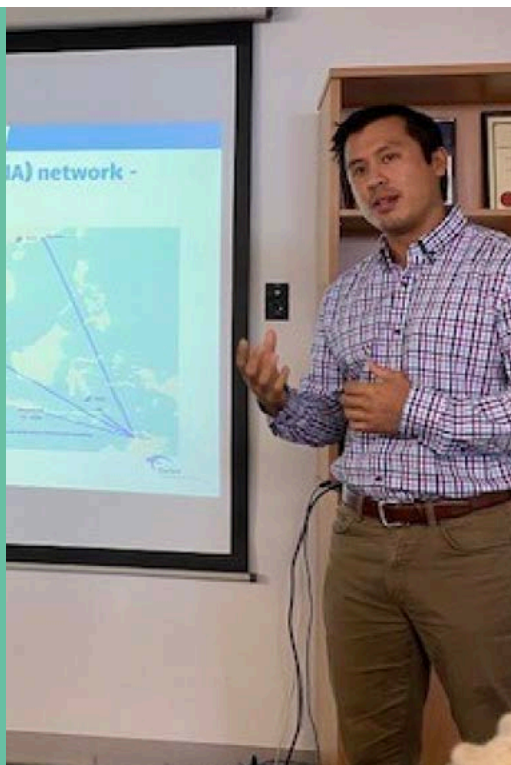
- An Information Session with NT Airports and Tourism NT - March 2020
- Hit for A COVID; An International Business Recovery Outlook Webinar - May 2020

Some key events with interstate speakers were postponed until further notice, such as the EU Free Trade Agreement Business Luncheon.

Roundtable Meetings with Key International Trade Delegates

The IBC, Chamber NT hosts many visitors to the NT. We do this in conjunction with Austrade, Department of Foreign Affairs and Trade, and NT Government. In 2019 the IBC met with and invited members to participate in roundtable forums with:

- Roundtable meeting with the Thai Commissioner of Trade, Ms Salila Tepkasetkul and AustCham Thailand Representatives
- Roundtable Meeting with the then Designate Consul General to Guangzhou, China – Mr Michael Sadleir
- The Consul-General to Bali, Ms Andrea Griffith
- Senior delegates of the Kien Giang Provincial Government of Vietnam



INTERNATIONAL EDUCATION GROUP

In 2019 the IBC established an International Education Sub-Group to specifically promote private sector business opportunities in this field. The Group met with the then-Minister for Education and Workforce Training, Selena Uibo as well as some other key Government and private providers in the International Education space. The Group felt it had met its needs and given the economic climate globally, its members decided to dissolve the Group in August 2020.

The sector will continue to be represented through the IBC from various members in that area, and with other groups and associations that we work with.

2019 CHIEF MINISTER'S NT EXPORT AND INDUSTRY AWARDS

Over 200 guests attended the 26th Chief Minister's NT Export & Industry Awards at a gala dinner presentation at Mindil Beach Casino and Resort Darwin with the Chief Minister, The Hon. Michael Gunner MLA. Awards were presented across 18 categories including ten export awards, five local industry awards and an international and business student category.

Top end-based resources Exploration Company Australian Ilmenite won the prestigious 'Northern Territory Exporter of the Year' award from a high-class field of nominations.

The awards, which are coordinated by the International Business Council, received a total of 46 nominations across three award components – Export categories, Industry categories, and an International Student and a Business Student category. This included 24 Industry Award nominations.

Finalists of the NT Export Award categories automatically progressed as finalists in the 2019 Australian Export Awards. A group of 12 NT delegates including finalists and Chamber NT and NT Government travelled to Canberra on 5 December to attend the 57th Australian Export Awards. There were no NT winners.

SUMMARY

Despite COVID-19 and preventions to trade, the NT international business sector has remained resilient and adaptive to the many changes and uncertainty of 2020. The IBC will remain active to voice concerns on behalf of members. Please don't hesitate to contact us if you would like to discuss any particular issues or topics.





Seasonal Workers Program (SWP) Pacific Labour Scheme (PLS)

Ronan Mackey
Business Development/ Seasonal Worker
Programme/ Pacific Labour Scheme

Ongoing recruitment, supporting employers through both the Seasonal Worker Programme and the Pacific Labour Scheme.

Things changed dramatically from March - June 2020 when COVID-19 hit. Instead of ramping up the number of workers that had been approved to come to the NT we had to revert to finding employment for our redundant workers in Hospitality and fisheries due to closures and International border restrictions.

Before COVID-19 hit on March 2020 we had significant plans for the NT already approved and in place. Workers had been interviewed in-Country and employers were in preparation mode to invite 40+ workers into the NT to work in the Aged Care, Hospitality and the Tourism sectors

SEASONAL WORKER PROGRAMME (SWP)

- 600+ Seasonal workers here for fruit picking season. Mainly Mangoes.
- Majority of these through labour hire companies. This allows them to be moved to different locations following the season enabling the workers to have more time in Australia and maximise their earning potential.
- Workers are mainly from Vanuatu but also Samoa, Solomon Islands, Timor, Tonga and minimal numbers from some of the smaller Pacific Island countries.



PACIFIC LABOUR SCHEME (PLS)

Approved Employers	18
Workers	12 (8 still employed to June 2020)

WORKERS

- 4 Kiribati workers in Nhulunbuy East Arnhem
- 3 Tuvaluan workers at Austop Fisheries (redundant from March 2020)
- 2 Tuvaluan workers at Sterling NT Darwin
- 2 Fijian workers at Saffron Restaurant
- 1 Tuvaluan worker for WharfOne Food & Wine (redundant from March 2020)

The Chamber looks forward to working with Territory Businesses and supporting them in filling workforce needs through the Seasonal Worker Programme and the Pacific Labour Scheme.







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