

15 May 2015

The Members  
Select Committee  
Growing Tasmania's Economy  
Legislative Council  
HOBART TAS 7000

Dear Members

## **RE: GROWING TASMANIA'S ECONOMY**

### **Terms of Reference**

This submission seeks to address some parts of the following Terms of Reference: <sup>1</sup>

*To inquire into and report upon the challenges surrounding the growth of business enterprises within Tasmania with particular reference to:*

1. *The economic diversification for Tasmania as a region - by identifying opportunities to implement changes which will ultimately deliver a long term internationally competitive framework, which will grow Tasmania's performance in the tourism, hospitality, retail services and agriculture sectors of the State's economy;*
2. *Any challenges associated with the referral of Tasmania's powers under the Industrial Relations (Commonwealth Powers) Act 2009; and*
3. *Any other matters incidental thereto.*

This submission has also noted the Motion by Mr. Hall [Western Tiers] and the contents therein made as regards the appointment on this Select Committee. <sup>2</sup>

### **Parties to the Submission**

This is a joint submission made on behalf of the Chambers of Commerce and Industry of Central Coast, Burnie and Devonport. Collectively, the Chambers have about 400-members, and in turn, have regular communication conduits to well over a thousand businesses in the region.

Importantly, a key constraint of the Chambers is that office holders are voluntary; apart from some nominal part-time paid positions to provide member interactions.

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<sup>1</sup> **Growing Tasmania's Economy**, Legislative Council Select Committee, 27-March-2015, <http://www.parliament.tas.gov.au/ctee/Council/TermsofReference/gte.adm.150327.TORs.jm.001.pdf> Accessed 13-May-2015

<sup>2</sup> **Select Committee on the Growth of Business Enterprises - Establishment**, Legislative Council Hansard, 24 March 2015, <http://www.parliament.tas.gov.au/ParliamentSearch/isyquery/858934cc-ca02-453f-b283-8b3be8a9450a/1/doc/> Accessed 14-May-2015

Along with their long-term participation as Chambers representing the interests of businesses and organisations in the northwest of Tasmania, each Chamber is an active member of the Tasmanian Regional Chamber Alliance and of the Tasmanian Chamber of Commerce and Industry.

Through these channels the Chambers are *inter alia* members of the Australian Chamber of Commerce and Industry.

### Joint Submission Parameters

As a joint submission, each Chamber has a view that represents their views, and those of their members and jurisdiction. However, whilst there may be some divergence of views, as a triumvirate we hold strongly the interests of the region and each Chamber.

### Productivity Commission

This submission seeks to address the matter of the Productivity Commission and its review of Workplace Relations.<sup>3</sup> Individually, and collectively, none of our Chambers have the immediate resources to make a submission to the Productivity Commission, and, as is the case on some many occasions, the lead-time allowed for the preparation of submissions is such that only organisations with paid executives are able to respond.

Fortunately, submissions to the Productivity Commission's enquiry have been made by The Australian Chamber of Commerce and Industry<sup>4</sup> and by our colleagues The Launceston Chamber of Commerce and Industry<sup>5</sup>.

As regards the ACCI submission, we support their recommendations [pp2-4]:

1. *A framework with objects that not only protect those in employment but help the unemployed and underemployed become more competitive in the labour market.*
2. *A flexible, simple safety net comprising:*
  - *A set of legislated minimum standards reflected in a Minimum Conditions of Employment Act (or equivalent).*
  - *A national minimum wage and industry rates of pay retained from awards, adjusted annually by the independent wage setting body.*
  - *Other award conditions adopted as terms and conditions of employment by agreement.*

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<sup>3</sup> **Workplace Relations Framework Enquiry**, Productivity Commission, 23-January-2015, <http://www.pc.gov.au/inquiries/current/workplace-relations/issues> Accessed 13-May-2015

<sup>4</sup> **Productivity Commission Inquiry into the Workplace Relations Framework**, Submission #161 made by ACCI, 14-March-2015, <http://www.pc.gov.au/inquiries/current/workplace-relations/submissions> Accessed 13-May-2015

<sup>5</sup> **Workplace Relations Inquiry Submission**, Submission # 134 made by LCCI, 13-March-2015, <http://www.pc.gov.au/inquiries/current/workplace-relations/submissions> Accessed 13-May-2015

- A full suite of agreement making options assessed against the legislated minimum standards and applicable industry pay rates retained from awards or the national minimum wage (for those who fall outside award classifications).
3. The safety-net of legislated minimum terms and conditions to include:
    - maximum weekly hours; ·
    - requests for flexible working arrangements; ·
    - parental leave; ·
    - annual leave; ·
    - personal carer's leave and compassionate leave;
    - community service leave;
    - long service leave;
    - public holidays;
    - notice of termination and redundancy pay;
    - rest breaks;
    - minimum wages (including casual loading and piece rates).
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  4. An appropriately balanced national minimum wage and compulsory industry rates of pay.
  5. 5. Reform penalty rates.
  6. 6. Include statutory individual agreements as part of a full suite of agreement making options.
  7. Simplify the bargaining framework, with:
    - processes that drive cooperative and productive negotiations; ·
    - agreement content limited to matters that pertain to the employer/employee relationship; ·
    - sensible limits relating to the taking of industrial action; and ·
    - streamlined agreement approval processes;.
  8. Exempt businesses with less than 20 employees from the unfair dismissal laws.
  9. Regulate workplace bullying within the WHS framework.
  10. Restore the longstanding 'Freedom of Association' protections and unlawful termination protections.
  11. Restore the Office of the Australian Building & Construction Commissioner (ABCC) with its full suite of powers.
  12. Balanced right of entry laws.
  13. Restore balance to transfer of business rules.

14. *Recognise the right to engage in contracting and labour hire arrangements.*

As regards the LCCI submission [pp1-13] we support the outcomes that arose from their survey of members because they relate to Tasmania, and, particularly, regional Tasmania.

Accordingly, we acknowledge and support the contents made in those submissions, and we would welcome their inclusion as evidence of our position.

### Challenges for the Chambers

Parochialism at regional level? The focus is ALWAYS Hobart first, then we better give Launceston something to pacify them.... and who are these whingers from the NorthWest? When you look closely, the NBN business is just one example; the proposed health restructure is another.

Tasmania is the ONLY state with more living people outside the capital than in it and this needs to be recognised and dealt with.

### Demographics

The Chambers operate in a demographic jurisdiction that has the following overarching feature – Tasmania is the lowest-ranked State for all median features exemplified as follows:

Tasmania is the lowest of all states for median personal/family/household income values.

Lowest Median Personal Incomes			
State	Personal Income	Family Income	Household Income
Tasmania	499	1203	948
South Australia	534	1330	1044
New South Wales	561	1477	1237
Victoria	561	1460	1216
Queensland	587	1453	1235
Western Australia	662	1722	1415
Northern Territory	745	1759	1674
Other Territories	830	1753	1670
Australian Capital Territory	917	2277	1920

**Table 1: Lowest Median Personal Incomes by State**

Braddon [and Lyons] are both in the lowest 13 of all the commonwealth electoral divisions for all median income values.

Lowest Median Personal Incomes			
Electoral Division	Personal Income	Family Income	Household Income
Fowler, NSW	375	1078	1031
Blaxland, NSW	385	1079	964
Watson, NSW	411	1140	1044
Hinkler, Qld	412	940	801
Cowper, NSW	419	974	809
Lyne, NSW	426	976	809
Page, NSW	433	1002	824
Lyons, Tas	439	1027	852
Wide Bay, Qld	445	1004	858
Gilmore, NSW	457	1115	907
Braddon, Tas	458	1094	864
Richmond, NSW	461	1075	878
Mallee, Vic	465	1072	853

Table 2: Lowest Median Personal Incomes by Electorate

Lowest Median Family Incomes			
Electoral Division	Personal Income	Family Income	Household Income
Hinkler, Qld	412	940	801
Cowper, NSW	419	974	809
Lyne, NSW	426	976	809
Page, NSW	433	1002	824
Wide Bay, Qld	445	1004	858
Lyons, Tas	439	1027	852
Mallee, Vic	465	1072	853
Richmond, NSW	461	1075	878
Fowler, NSW	375	1078	1031
Blaxland, NSW	385	1079	964
Braddon, Tas	458	1094	864
Grey, SA	470	1105	870
New England, NSW	473	1113	893

Table 3: Lowest Median Family Incomes by Electorate

All 3 tables are from the ABS <sup>6</sup>

What drove the inclusion of these tables was the Radio National program "Bush Telegraph" report titled: *"Electorates in rural Australia are home to many of the nation's poorest people"* <sup>7</sup>

The report quoted Bernard Salt, Demographer, KPMG as follows:

*"Mr. Salt says around the country, Tasmanians are among the worst off with those in Braddon and Lyons the most affected."*

<sup>6</sup> **Basic Community Profiles**, Table B02 for both regions of State and Commonwealth Electoral Division ABS Datapacks 2011, provided by KPMG Demographics Unit, 11-May-2015

<sup>7</sup>, **"Electorates in rural Australia are home to many of the nation's poorest people"** Bush Telegraph, 24-November-2014 <http://www.abc.net.au/radionational/programs/bushtelegraph/rural-poverty/5909108> Accessed 08-May-2015

*"While the cost of housing and living is cheaper, Tasmanians are amongst the poorest in Australia.*

*"Income levels in Tasmania are lower all over because there is not the same depth of jobs there as the mainland.*

*"Mr. Salt says sometimes an area's level of prosperity might be lowered by demographic changes - when large numbers of retirees living on pensions or lower incomes, tree changers or sea changers downsize and move to a certain area to lead a simpler, cheaper life.*

*"Mr. Salt says while populations in regional centres can be boosted by encouraging new migrants to move to regional towns, there's not much support for such a move.*

We would contend that over time, governments – irrespective of party, level, agency or body - have not acted to reverse these demographic challenges.

Within the body of this report are some comments that may be strongly stated and arise from personal experience.

This report does not seek to temper that passion, but asks Committee Members to accept them as a reflection of the challenges faced by members of the business – and broader - community as they go about their activities.

### **As regards the TOR Item 1**

Saul Eslake, the respected economist working for Bank of America Merrill Lynch says of his home state *"it has a narrow economic base and one which is vulnerable to forces beyond the control of - people who live there, like globalisation and technological changes."*<sup>8</sup>

Mr. Eslake goes on to say *"the state's economy had been based on cheap electricity to produce high-volume, low-margin undifferentiated commodities competing on a world market — cheap aluminium, cheap zinc, cheap paper and cheap wood chips"*. The model was always doomed to fail, unable to compete with the economies of scale and cheap labour from Asia and elsewhere.

## **INFRASTRUCTURE**

### **Port**

The bottleneck created by the shenanigans at the Port of Melbourne continue to hold Tasmanian businesses to ransom with decisions made by the Victorian Government and the impending inclusion of private enterprise in the freight picture at Port of Melbourne.

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<sup>8</sup> ***What prospects do Burnie's young unemployed really have?*** , The Australian 16-August-2014

If agricultural product volume can be increased then a direct international shipping route needs to be established; as going via Melbourne (even with the benefit of the Tasmanian Freight Equalisation Scheme) is financially risky with the potential hike in fees under discussion.

Consolidate all northern sea freight, cruise ships and ferries into the Burnie port. Tasmania needs to consolidate its north western port facilities into Burnie as river ports are declining in popularity worldwide due to pollution caused up river plus are often tidal and manoeuvrability bound. Burnie is a good sheltered, deep-water port and with expenditure of around \$2-m can be equipped to handle much large passenger and freight ships. The major inhibitor to this development is seen to be TasPorts, which derives only minimal income from cruise ships so doesn't see a valid ROI to construct a new mooring dolphin(s).

On the matter of mooring dolphin(s) the Burnie Chamber, with the support of Devonport and Central Coast, has made a direct approach to the Prime Minister seeking support under a reallocation of the "Cadbury" \$16-m grant. This discussion is ongoing and hopefully it will also have a positive outcome; in much the same way as a \$10-million federal investment to start stage one of Devonport's "Living City Project".

The Devonport "Living City Project" is discussed further in this submission.

## **Airport**

Devonport needs to be the premier airport facility for the north west coast. It is the only airport that can be upgraded to take larger aircraft and must be positioned to attract discount airlines so more tourists come to the region; rather than fly straight to Launceston or Hobart and bypass the region.

Devonport would be a good location for a direct airfreight link for high value agricultural products destined for overseas markets.

Hobart airport needs to be capable of taking large international flights. The establishment of direct flights between China and Tasmania – as well as other destinations - would bring a huge influx of Chinese [and other] tourists. We must cash in on the recent visit of President Xi Jinping and the good work being done by the government in recent months to consolidate our position with Fujian province through the Sister-State relationship.

## **Rail**

Rail traffic currently comes from the eastern direction and stops at Burnie. The western link has been left derelict for some years now and needs to be investigated as to whether it can be reinstated to provide a viable freight link to the Circular Head region for intermodal freight and for agricultural produce to Burnie in the future.

It is pleasing to note that the Western Tasmanian Export Corridor Plan Consultancy was awarded earlier this month.<sup>9</sup>

## Communications

The announcement that the NBN will only be FttN in Burnie and Devonport, and not FttP, has not been received well in the region; especially by the business community.

It is clear that business will need access to FttP NBN or FttN NBN, rather than fixed wireless NBN. There are already limiters surfacing on fixed wireless – an example I [Ian Jones, BCC&I] became aware of in the last few days is that Internode as a service provider will not allow their customers connected via fixed wireless NBN to access NetFlix.

While this may look to be simple a residential/lifestyle issue, I believe it is the thin edge of the wedge. From a technical viewpoint the Internode limit makes sense, as there are issues of available bandwidth that are already showing and as the wireless network loads up with bandwidth hungry applications such as streaming video this will become more apparent.

For business, upload speeds will be the key with NBN performance in the longer term; download speeds are not generally a problem. NBN also forces us off the copper network into VOIP for voice communication and while VOIP is not particularly bandwidth hungry, latency certainly is if you try talking to someone on a VOIP service running over a link that is fully loaded.

An interesting article by a Burnie IT company covers this well<sup>10</sup>

It should be noted that the copper network in Tasmania is being allowed to deteriorate due to the work methods being employed by Telstra and its many contractors. The network is now full of temporary repairs where staff are no longer given the time to fix things properly, but are expected to rush about and get things working again, with payment being based on the number of repairs, not the quality. Peter Freshney (now Latrobe mayor and owner of KissTel, one of Telstra's many contractors) can speak with authority on this matter.

The current attitude to copper network integrity lies in stark contrast to the enormously successful "Fix it First Time" work methods introduced into Telstra in the NW area by David Grey (now at Leighlands) when David was in charge of the Telstra Lines area for the northwest in the 1990s.

The lack of high speed internet in the northwest means it is hard to attract mainland firms to set up here, as they are so digitally disadvantaged.

<sup>9</sup> **Western Tasmania Export Corridor Plan Consultancy** Department of State Growth, 01-May-2015, <https://www.tenders.tas.gov.au/ContractAwarded/Details/4769> Accessed 15-May-2015

<sup>10</sup> **Fair go needed for north-west coast on NBN** Tas ICT, Thursday, 30-April-2015 2015, [http://www.tasict.com.au/\\_blog/News/post/fair-go-needed-for-north-west-coast-on-nbn/](http://www.tasict.com.au/_blog/News/post/fair-go-needed-for-north-west-coast-on-nbn/) Accessed 06-May-2015



Tasmania offers a wonderful lifestyle that is the envy of many Australians and therefor a real attractor but with poor communications it is difficult to get them to make the move.

## Education

The North West has a severe issue with low entry rate to Year 11 and 12 education; one of the lowest in the nation – this must be addressed as a smart city will make much better progress than a dumb city. The dominance of primary industry jobs in forestry, mining and manufacturing over the last 50 years has been responsible for the negative attitude towards post high school education.

The ease of obtaining welfare payments doesn't help the situation. We need to attract smart industries to Tasmania to promote higher education to our children.

The absence of jobs is a negative factor: the exodus of young people continues as they leave to find work or further their education. A dearth of tertiary education choices - both face to face and flexibly - forces them to go.

The government has likely been remiss in this area as well. Example – three years ago about 130 nurses graduated from the University of Tasmania.

*"The Tasmania health system could only place a third of them. The other two thirds have either not entered the workforce or have gone interstate. I know two of these people – one is my niece who (because she had good scores and made the Dean's honour roll) finished up working at the (about to be closed) rehabilitation centre in Launceston. The other, a friend, had considerably lower scores; there was no job for her here - she has now been working at Queenbeyan hospital for the past three years.*

*"She got in there easily as they were short of nurses just graduated – Tasmania training three times too many, NSW not training enough – go figure.... Both of these are women in their mid twenties."*

## University as an option

No one denies the importance of education; nor the strategy to offer secondary levels to year 12, and then diploma and graduate level at university. However, one outcome of this strategy is that young people enter the workforce in their early twenties with a sizeable debt to the university provider. That debt remains until income levels reach \$50,000. <sup>11</sup> Repayment commences above that level. The average income per person in this region is about \$45,000. <sup>12</sup> A timely reminder given that this individual debt is additional to the cost to the economy of providing the education.

<sup>11</sup> **HECS: Your future is Australia's future**, Australian Government Department of Education and Training, 27-January-2015, <http://www.highered.gov.au/hecs> Accessed 14-May-2015

<sup>12</sup> **Australia's richest and poorest postcodes revealed in taxation statistics**, Khadem, N., Sydney Morning Herald, 29-April-2015, <http://www.smh.com.au/business/the-economy/australias-richest-and-poorest-postcodes-revealed-in-taxation-statistics-20150428-1mv7xe.html> Accessed 10-May2015

## Red and green Tape

Bureaucracy continues to be the bane of business with the endless stream of permits and compliance demands. Red and green tape appears to be compounded by a generally obstructive attitude at all levels. There is a view that there are too many bureaucrats in government offices dreaming up new rules.

## Opportunities for Tasmania to deliver a long-term internationally competitive framework

1. tourism
2. hospitality
3. retail services
4. agriculture

The terms of reference of this committee seem to miss some really important areas – manufacturing, forestry and mining come to mind immediately.

### 1 Tourism

One of the greatest potentials is with the Chinese market. The visit of President Xi Jinping and Chinese celebrities has placed our island firmly on the map with the Chinese. We have an excellent reputation within China for our pristine bio-secure environment, unique landscape and ease of access.

The state government has done a good job making Chinese tourists very welcome at Port Arthur with special language signs and audio tours available. But in other parts of the state it is difficult for the Chinese to learn more unless they are in an organised group with a dedicated tour guide. Also, they want to see a show or a display rather than just look at wilderness. What we call a mountain, the rest of the world calls a hill. When the Chinese get to Cradle Mountain/Dove Lake they get off the bus take a photo then get back on the bus – they are not great ones for walking; and are often underprepared for it anyway.

They would prefer to see a live show or some visual activity rather than a static display (which is probably not in Chinese anyway). Sheffield is a popular destination especially when there are performers in period costumes roaming the streets. Labour prices and penalty rates are of course very limiting in the hospitality industry.

The recent proposal to remove penalty rates in Adelaide would seem to make not much difference as overall it does not result in a lowering of the cost of doing business.

Farm tourism is an activity that is very popular with Chinese – many of them live in large cities and have no idea where their food comes from.

Tasmania must be packaged as a long weekend getaway for residents of Melbourne and Sydney.

Low cost direct flights into Devonport, Launceston and Hobart can get people here very quickly and into a long weekend of wine, cheese and wilderness. Already many passengers arriving at Launceston on a Friday evening are loaded up with golf clubs on their way to Barnbougle for golfing weekend.

## 2 Hospitality

What must be fixed is our approach to customer service which sadly lags well behind international levels.

Often a business owner will give fantastic service but staff members don't follow suit - there are great training courses available largely funded by Skills Tasmania but getting attendees to go along can be frustratingly difficult. Business owners do not recognise the problem.

Businesses do not seem to be promoting the state as much as they can. Why would a coffee shop in Burnie be selling apple juice from New Zealand when it could buy a similar product locally?

Various groups around the state promote shop local but that message isn't getting through to the shopkeepers. Whilst the state government expressly requires tenderers to provide a Local SME Industry Impact Statement <sup>13</sup> the same requirement doesn't apply with regional bodies or Councils.

## 3 Retail services

The Devonport Chamber of Commerce & Industry has been a strong supporter <sup>14</sup> of the Devonport Council's "Living City Project". <sup>15</sup>

It is rewarding to note that a \$10-million federal investment to start stage one of Devonport's "Living City Project". <sup>16</sup>

There continues to be concern amongst small retailers with Fair Work Commission and the difficulty aligning one set of regulations for large, small and micro businesses; particularly micros which lacks the capacity to competitively negotiate and provide staff rosters and rates used by large 7-day traders. We also refer to the submission by the Launceston Chamber of Commerce & Industry made to the Productivity Commission and their comments as regards retail services.

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<sup>13</sup> **Local SME Industry Impact Statement**, Tasmanian Tenders – Purchasing, 08-May-2014  
<http://www.purchasing.tas.gov.au/buyingforgovernment/getpage.jsp?uid=500BA45725B5A057CA257CAC000F405D> Accessed 15-May-2015

<sup>14</sup> **DCCI urge commitment for Living City**, Devonport Chamber of Commerce, 27-August-2013,  
<http://www.livingcitydevonport.com/2013/08/27/devonport-chamber-commerce-industry-living-city/> Accessed 15-May-2015

<sup>15</sup> **Living City: Changing the heart; reviving the Region**, Devonport City Council, 13-May-2015,  
<http://www.livingcitydevonport.com/2013/08/27/devonport-chamber-commerce-industry-living-city/> Accessed 15-May-2015

<sup>16</sup> **Fairbrother full of praise for Living City project**, The Advocate, 14-May-2015,  
<http://www.theadvocate.com.au/story/3077835/fairbrother-full-of-praise-for-living-city/> Accessed 15-May-2015

## 4 Agriculture

We need to identify high value, high margin, niche products and target markets in Asia. The international success of products such as wasabi, cherries and farmed abalone indicate it can be done – we must expand the volume considerably and concentrate crops into defined areas (like lavender is). I recently saw an interesting segment on Landline 19/4/15. Beautanicals Australia <sup>17</sup>, located on 4-ha in the Mary Valley of the Noosa hinterland, Queensland focuses on intensive agriculture and niche products in the seed sector.

The owner was talking about his yield of \$2-3,000 per square metre versus most farmers talking that per hectare. He is organically farming high value seed products where a gram of radium weed seed is worth \$150.

We need more research (perhaps by the U Tas agricultural department) to investigate such schemes and what crops that can be grown in the region. We have fantastically rich soil and good rainfall but do not do enough with it aside from mass produced crops which experience so much downward price pressure from the large supermarkets that some are hardly worth the effort to grow.

The Chairman of the Cradle Coast Authority, Glynn Williams recently told a local Chamber of Commerce group that he started growing Kipfler potatoes as he could not generate profit from other crops as contract process had been pushed too low. He now sells interstate almost all of his crop and is making good profits.

We must maximise our GMO status and push more organic farming ventures as this is the direction the world is taking and Tasmania should be on the leading edge. Look at Cape Grim Beef - taking full advantage of the world's cleanest air and rain to raise premium, grass fed, non-GMO, hormone free beef. Their slogan says it all; Pure beef – made by Nature.

A natural product that Tasmania enjoys exclusivity of is wallaby. This high protein, low fat meat is an export boom waiting to happen as Chinese consumers will be very keen to eat it. The Kangaroo Industry Association of Australia, KIAA has been trying for five years to get the door open into China. China's main objection is to the import of non-farmed game meat. The KIAA believes it is close to getting this bar removed and senior federal representation is to visit Beijing this month to try and finalise the arrangement (this covers kangaroo and wallaby meat). Turning the vast amount of wallabies destroying valuable pasture into a high value export crop is a win/win situation for the state and its farmers.

Our unique bio-security status should be heavily exploited within the Chinese market, as they seem willing to pay premium for genuine products; as can be seen by their involvement in the baby formulae industry, and more recently purchasing farms in the state. Just as important, at the same time, support must continue for the many scale producers in Tasmania's agribusiness sector. Their critical mass is essential in supplying infrastructure for all businesses in and throughout Tasmania.

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<sup>17</sup> <http://www.beautanicals.com.au>

## Chambers are anti-complacency

In concluding this submission, the following examples reflect how the Chambers of Burnie, Devonport and Central Coast continue to lead strategies that benefit members and the broader community. We are not complacent.

The Burnie Chamber has worked closely with their Council, City Link and the Burnie Tourist Association to form the 3B Group.<sup>18</sup> This bi-partisan approach aims to provide a united approach to development in the Burnie region.

The Devonport Chamber, in addition to working with their Council to progress the "Living City" project, has also fostered the establishment of their Junior Committee, which seeks to make a connection between young adults and the local business and industry sector.<sup>19</sup>

The Central Coast Chamber in partnership with their Council has provided Free Wi-Fi in the main business centres of Ulverstone and Penguin to ensure visitors have immediate access to free, fast internet connections.<sup>20</sup>

These examples – individually and collectively – seek to illustrate the flexibility and wide-ranging activities that the Chambers undertake to benefit the business community, the partnerships, and the collaborative groups that come together to provide value to the broad audience of communities across the north west coast of Tasmania.

However, this submission does not report all of the many varied and valuable actions that are being undertaken by our Chambers and the region's stakeholders to Grow Tasmania's Economy.

Ian Locke

Ian Locke

**President**

Central Coast Chamber of Commerce and Industry<sup>21</sup>

### And on behalf of

The Burnie Chamber of Commerce and Industry<sup>22</sup>

The Devonport Chamber of Commerce and Industry<sup>23</sup>

<sup>18</sup> **Dinner with the new Governor**, 09-June-2015, <http://www.burnie.net/News/Whats-On/Dinner-with-the-new-Governor> Accessed 15-May-2015

<sup>19</sup> **Unemployment first issue for junior group**, The Advocate, 10-March-2015, <http://www.theadvocate.com.au/story/2936273/unemployment-first-issue-for-junior-group/> Accessed 15-May-2015

<sup>20</sup> **Free Wi-Fi**, Central Coast Council, 01-December-2014, <http://www.centralcoast.tas.gov.au/page.aspx?u=748> Accessed 15-May-2015

<sup>21</sup> **About the Chamber of Commerce & Industry**, <http://www.centralcoastcci.com> Accessed 15-May-2015

<sup>22</sup> **About the Chamber – Our history**, <http://www.bcci.net.au/index.php/about/history> Accessed 15-May-2015

<sup>23</sup> **Our History** <http://www.dcci.org.au/about/our-history/> Accessed 15-May-2015