

Tweed Chamber of Commerce and Industry Incorporated

8 June, 2013

Mr. Troy Green
Acting General Manager
Tweed Shire Council
Murwillumbah Civic Centre
Tumbulgum Road
Murwillumbah NSW 2484

Dear Troy,

CHAMBER SUBMISSION FOR TSC BUSINESS INVESTMENT POLICY

The Tweed Heads Chamber of Commerce and Industry (THCCI) congratulates the Tweed Shire Council in taking the initiative to establish a Business Investment Policy.

Whilst the frame work and intentions of the policy are well founded the THCC is concerned how the Business and Economic Development Unit (BEDU) will deliver the policy given that by definition the "The Business and Economic Development Unit manages Council owned/operated commercial enterprises and development activities," and that the yet to filled position of Economic Development Coordinator will sit within the BEDU, which is " A new position that assists businesses with development enquiries, liaises with business community, and facilitates information for business with State and Federal government agencies," whilst the contracted Destination Tweed sits outside this department and it is responsible for "a marketing and promotion strategy to attract businesses to the Tweed. Promote the Tweed for new businesses and ventures. Provide assistance to expanding businesses in the Tweed," according to the documents supplied by Council.

The THCCI is concerned how the BEDU and DT can operate efficiently without a hand in glove approach to ensure a seamless approach and transaction for business investors looking at the Tweed. We understand that DT is effectively a dating service but there are synergies and efficiencies to be gained by bringing the two together under one structure.

THCC and its members have being vocal for many years about the perceived apathy within the council bureaucracy when it comes to investor attraction so we are very keen to hear how council will deliver, maintain and measure the below statement.

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Council will develop within the organisation:

- A culture of investment facilitation.
- A service ethos that gives investors' confidence.

Council will foster a reputation that it:

- Values business investment.

Will be an effective facilitator whose goal is that investment is brought to fruition in a timely and cost-effective manner for the investor.

Any business will always look to their competitors to see what they are doing in market and discover 'best practice' and Councils should be no different.

To the north not only do we have one of the largest councils in Australia but they a great website which supplies all the information required for business start-ups + links to applicable grants, subsidies, rebates and incentive schemes, something which is missing from the Tweed Council website.

There are other elements necessary that can be improved on the website and the THCCI is happy to sit with council and go thru this in detail.

For example, as recommended in the past, all Chambers of Commerce in the Tweed should be listed on the Councils 'small business start ups' link under 'business support web site information' as we can offer vital information and support for new and existing businesses.

The THCCI is encouraged by councils approach in these challenging times and our executive is looking forward to working together to strengthen our local economy.

Yours sincerely,



President Rory Curtis

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