

BEC 2001 Operational Summary of
the Business Enterprise Centre Network
in Western Australia





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Year in Review

The 2000/01 financial year brought with it many challenges for the small business sector. Not least of these was the downturn in consumer confidence and spending prompted - in part - by the transition to the new tax system. Indeed, the introduction of the new tax system and its accompanying BAS and PAYG demands meant most small businesses endured a tough 12 months.

Other factors that made it a difficult year included rising fuel costs, a softer economy, the flow-on effects of the rural downturn and a low exchange rate.

While many challenges were shared by rural and metropolitan small business operators, many rural operators faced specific challenges including adverse seasonal conditions and the effects of larger corporate failures.

Throughout it all, the small business sector remained resilient. This was evident from the results of the June 2001 Small Business Opinion Survey. While acknowledging that the last 12 months had been tough, the majority of small business operators believed their business activity levels would improve or remain the same over the next six months.

The strong links between the Small Business

Development Corporation (SBDC) and the Business Enterprise Centre (BEC) network ensure equity of access to business facilitation for small business clients throughout the State.



Throughout the year the BEC network collectively addressed more than 96,000 enquiries and assisted in the creation of more than 1,800 new businesses and 3,100 new jobs.

The network assisted 40 regional small businesses under the Small Business Improvement Program (SBIP) and 28 new businesses were started under the Regional Smart Start Scheme.

The SBDC tapped into the local knowledge of BEC managers to jointly respond to regional issues such as the adverse seasonal conditions in the Great Southern and the difficult economic circumstances in the Goldfields.



An example of a successful collaborative effort in service delivery to small business was the Small Business Smart Business program. Working with the SBDC and the Department of Training and Employment, 21 regionally based BECs assisted in the distribution of 2,730 training vouchers, which were the catalyst for a significant take-up of needs-based training for small business operators. This effort exemplifies the scope and spirit of BECs working for the future of small business in WA.

The staff of the BEC network - ably guided by the dedicated band of volunteer chairpersons and committee members - have demonstrated their capacity to meet small business facilitation needs across WA.

It is very appropriate for BECs that 2001 is the Year of the Volunteer. The contribution made by volunteer committees to the operation of BECs in WA and in turn to the well-being of the small business sector is both significant and admirable. Their endeavour as volunteers in giving of their time and expertise for community service is deserving of salutation and gratitude. We extend our thanks to them all.

The new Small Business Minister, the Hon Clive Brown MLA, has demonstrated his

commitment to the BEC network by introducing triennial sponsorship agreements. This new arrangement greatly enhances the ability of BECs - with the support of SBDC - to plan ahead for the future development needs of small business in Western Australia.

George Etrelezis
MANAGING DIRECTOR, SBDC



The Business Enterprise Centre Network

The Business Enterprise Centre network comprises 37 Business Enterprise Centres (BECs) located throughout Western Australia. Each centre is community owned and run by a management committee consisting of local representatives from business, private and public sector organisations and local government. Each centre employs a Manager/Facilitator to manage the day to day operations of the centre and provide expert guidance to members of the community.

Business Enterprise Centres provide a variety of services to prospective and established small business operators. These services range from the provision of information, through to the organisation and planning of specialist programs.

People considering small business opportunities can obtain information about conducting feasibility studies, determining licence requirements, business planning, finance, business structures, leasing and business name registration. Information on insurance, bookkeeping and employment is also available. The guidance provided by the BEC network, assists people to make informed decisions about starting a small business.

BECs also provide a range of services to assist existing small business operators to improve or grow their business. With the support of BEC managers, businesses can improve their marketing, engage new technologies and become more efficient and competitive.

Because Business Enterprise Centres are community based organisations, they are able to quickly identify issues that have the potential to impact on local small businesses and provide timely and relevant responses. Regionally based BECs have been proactive in developing programs to address the effects on small business of the economic downturn in regional areas. Some examples include:

- The “Getting to Next Harvest” project initiated and developed by the Narrogin Business Enterprise Centre to help small businesses cope with the economic downturn in rural areas caused by severe drought;
- The development of the Goldfields Small Business Assistance Package, to aid struggling small businesses in the Goldfields after the collapse of a major project in the region.

As a further example of the SBDC and BEC network’s commitment to developing small business in regional areas of the State, the Northam BEC co-hosted a presentation on marketing by renowned marketing specialist, Barry Urquhart. The seminar attracted small business proprietors from the Northam district and from neighbouring areas such as Goomalling, Cunderdin, Wyalkatchem and the Southern Avon. The presentation provided participants with practical suggestions on improving their business performance and was a significant achievement in terms of improving the equity of access to speakers of international calibre for regional small businesses.



Statistical Overview

Combined Statistical Report for the Business Enterprise Centre network for the 2000/01 Financial Year

Combined total BEC Network

In depth assistance to new and existing clients	30,019
Casual Contacts involving minor assistance	66,252
Total contacts both casual and in depth assistance	96,271
New Clients (included in above total)	8,150
Businesses assisted to start	1,879
Full-time Jobs Created	3,115
Casual or Part-time Jobs Created	1,639

This report includes detailed statistics on the client-related activities undertaken by each BEC for the 2000/01 financial year. Statistics are provided for the following areas:

- Number of new clients;
- Number of casual enquiries;
- Number of client assists;
- Estimated number of new business start-ups;
- Estimated number of full-time jobs created;
- Estimated number of part-time and casual jobs created.

The following definitions apply for the statistical categories examined.

NEW CLIENT

A new client is counted when a person, or established business, utilises the BEC services for the first time. Contact details of new clients are recorded.

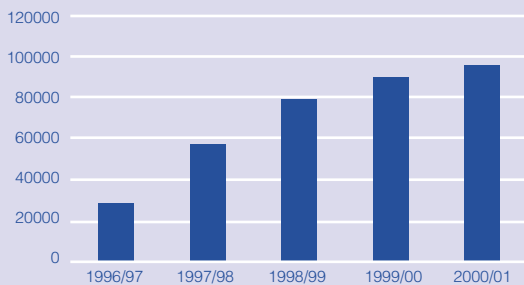
CASUAL CONTACT

A casual contact is counted when a BEC has any formal, purposeful contact with a member of the community seeking business related information.

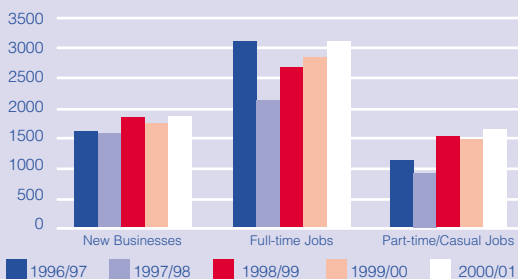
CLIENT ASSIST

A client assist is counted when a new or existing client utilises the broad array of services provided by a BEC. This includes business counselling of any kind, the exchange of ideas, offering of information by the BEC, or referrals by the BEC to other organisations.

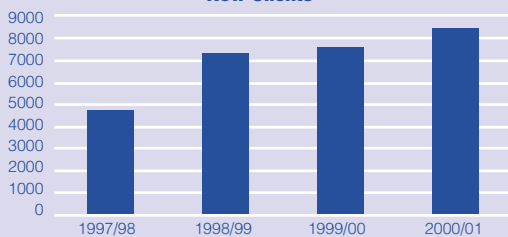
Five Year Comparisons both casual contacts & in depth assistance



Five year Comparison New Business started, Full-time Jobs & Part-time Jobs



New Clients



Important Points to Note

The following statistics should not be used to compare the performance of individual BECs. Each BEC is located in different parts of the state, and therefore subject to great variations in population, industry base and economic environment.

The statistical data is however useful to the BEC network as a whole. The results are

used by the Small Business Development Corporation as part of its reporting against Key Performance Indicators. These indicators are audited by the Office of the Auditor General and published in the SBDC Annual Report. The statistics are also used to demonstrate to stakeholders and other interested parties the level of activity generated by the BEC network.

	New Clients	Casual Enquiries	Client Assists	New Business Starts	Part-time Jobs	Full-time Jobs
Metropolitan						
Belmont Business Enterprise Centre	411	10463	6831	53	306	179
Canning Regional Enterprise Agency	315	1657	624	37	14	54
Coastal Business Centre	101	1062	98	68	42	58
Malaga Business Enterprise Centre	601	834	748	193	87	162
North West Metro Business Centre	427	1835	673	148	40	82
Rockingham Business Development Centre	291	1210	263	118	-	-
South East Metro Business Enterprise Centre	515	3059	712	57	3	86
Stirling Business Enterprise Centre	414	3972	954	71	25	203
Subiaco Business Enterprise Centre	359	3993	717	131	124	106
Swan Region Business Enterprise Centre	633	10513	1688	259	358	654
Wheatbelt						
Central Wheatbelt Enterprise Centre	150	926	520	5	4	23
Eastern Districts Business Enterprise Centre	38	736	582	13	10	13
Jerramungup Business Enterprise Centre	63	234	255	6	4	6
Narrogin Enterprise Agency Inc.	103	1094	162	14	43	85
North Eastern Wheatbelt Local Enterprise Program	76	394	110	7	2	8
Northam District Business Enterprise Centre	139	826	422	23	9	29
Southern Avon Enterprise Agency	174	795	318	39	21	45
Mid-west						
Midwest Business Enterprise Centre	381	1246	1794	34	22	26
Central Coastal Districts Business Enterprise Centre	40	1344	1347	32	60	45
Central Midlands Local Enterprise Centre	68	24	207	20	2	48
Gascoyne Business Enterprise Centre.	50	689	106	7	3	63
North Midlands Enterprise Centre	9	23	60	4	-	3
South-west						
Busselton Dunsborough Enterprise Centre	217	-	582	149	-	300
Collie & Districts Enterprise Agency	76	68	392	22	8	23
Leschenault Enterprise Centre	457	7689	2542	32	101	275
Peel Business Enterprise Centre	392	3145	590	54	26	103
Margaret River Enterprise Centre	99	290	2068	50	47	49
Warren Blackwood Business Assistance Centre	196	1748	1266	11	4	10
Great-southern						
Albany Business Centre	280	723	292	41	146	176
Central Great Southern Enterprise Agency	173	753	334	13	5	14
Esperance Local Enterprise Initiative committee	428	1060	1627	51	8	61
Goldfields						
Goldfields Business Enterprise Centre	134	1027	381	17	6	11
Pilbara						
Hedland Business Enterprise Centre	30	259	110	3	3	9
Karratha Business Enterprise Centre	100	87	210	19	8	24
Kimberley						
Broome Enterprise Centre	99	720	153	59	82	61
Derby Enterprise Centre	35	130	51	4	-	4
East Kimberley Business Enterprise Centre.	76	1624	230	15	16	17
Total	8150	66252	30019	1879	1639	3115



Economic Impact

Local communities, especially in regional Western Australia, benefit greatly from the economic activity small business generates. Small business injects capital into local communities and provides much needed jobs, especially for the youth of Western Australia.

The Business Enterprise Centre network is specifically designed to meet the needs of the small business sector. The programs and services offered have been developed to assist new businesses to start, and existing businesses to prosper. With the help of the BEC network small businesses, and the communities to which they belong, can grow in ways not otherwise possible.

The financial impact of the BEC network can be measured by calculating the additional money generated and circulated within the community.

Economic Impact generated through the development of new businesses year ended June 2001

Number of new businesses assisted to start =	1,879
Estimated average total turnover per business =	\$249,938
Approximate economic value to the state =	\$469,633,831

Economic activity generated by New Jobs Created as a result of new businesses started.

The accepted economic activity generated by New Jobs Created as a result of new businesses started is estimated at \$53,000 per year.

Total new jobs created	4754
Total activity generated full time jobs	\$165,095,000
Total activity created part time jobs	\$43,433,500
Economic activity generated	\$208,528,500

Method used to estimate the average turnover of a selection of businesses for the purpose of calculating the economic impact of the BECs within the state.

All figures used are very conservative and have been taken on lower estimates of turnover. Figures are taken from the Financial Management Research Centre (FMRC Benchmarks version 12).

	\$All firms average	\$Lower average (Group 1) selection	
Bricklayer Contractors	\$97,306.00	Caravan Parks	\$114,460.00
Motor Mechanics & Auto Electricians	\$271,897.50	Fish and Chips	\$237,113.00
Restaurants	\$442,013.00	Florist	\$93,217.00
Corner Stores/Mixed Businesses	\$475,326.00	Hairdresser	\$48,704.00
Childcare Centres	\$302,447.00	Fruit & Vegetable retailer	\$238,678.00
Plastering Contractors	\$245,394.00	Furniture retailers	\$364,055.00
Couriers & Taxi Trucks	\$148,761.00	Butchers	\$206,178.00
Fabric and Sewing Supplies	\$313,102.00	Computer & Phone Sales	\$478,207.00
Pest Control Contractors	\$162,594.00	Public Hotels	\$303,117.00
Coffee Lounges	\$355,844.00	Chiropractor	\$100,350.00
	\$2,814,684.50		\$2,184,079.00
Average annual turnover	\$249,938.18		

BEC W.A. Incorporated

BEC WA is a peak body comprising representatives of the chairs of the 37 Business Enterprise Centres throughout Western Australia. BEC WA was incorporated on the 14 January 1998.

Aims and Objectives of BEC WA

- 1)** To promote, nurture and develop the network of BEC Committees throughout Western Australia;
- 2)** To provide a forum for discussion and representation between the BEC Committees, the SBDC and the State Government;
- 3)** To affiliate and cooperate with BEC Australia, Australian and New Zealand Association of Business Incubators (ANZABI) and other like minded organisations in other States;
- 4)** To attract sponsorship and funding from all available sources to assist BECs;
- 5)** To provide a formal link between the State Government and the BEC network;
- 6)** To preserve the autonomy of individual BEC Committees.

The committee as at 30th June 2001 consisted of the following members:

Esther Roadnight	Chairperson
Richard Notley	Central Region
Andrew Lenton	North West Region
Barrie Stearne	Southern Region
Brian Warbey	South-West Region
Jack Fox	Metro North
Paul McEvedy	Metro South
Margaret Rowe	Popular Vote (Midwest)
Arnold Carter	Popular Vote (Port Hedland)
Tony Watts (Ex Officio)	Swan Region BEC



The 2000/01 financial year has been another success for the Business Enterprise Centre network and BEC WA. Individual BECs have demonstrated great initiative in introducing programs and developing strategies to assist the small business sector and the BEC network has been pivotal in aiding businesses adjust to the new taxation system.

While it has always been known that BECs perform a vital community service, this has never been demonstrated more than in the preceding year. Economic downturn has hit the Goldfields and Wheatbelt areas hard - with the Wheatbelt suffering one of the worst droughts in living memory. Rather than stand by and watch small business suffer, the BEC network has taken the lead. By introducing a variety of programs and workshops addressing local business needs, BECs have played a vital role in assisting small businesses to develop survival strategies to help them through the hard times. I speak for all Committee members when I say that BEC WA is proud of the community spirit embodied by Business Enterprise Centres throughout Western Australia.

The BEC network has also taken steps to further improve the quality of its services. During 2000/01 the BEC network obtained access to the SBDC Extranet, the Financial Management Research Centre (FMRC) Benchmarks and Ibis World. These three services will enable BECs to provide existing

and prospective business owners with the highest quality information possible.

As always, BEC WA recognises the valuable support provided to BECs by the Chairpersons, committee members and Managers of Business Enterprise Centres and the BEC Support Unit. Without their care and attention the BEC network would not provide the range of services it does today. Small businesses throughout Western Australia are, I am sure, grateful.

Esther Roadnight

CHAIRPERSON BEC WA



Sponsorship

Local Government Support

Local governments throughout Western Australia continue to play a vital role in the success of the BEC network, joining SBDC in the sponsorship of many individual BECs. Support from local government includes cash contributions and valuable in-kind support, including assistance with office and residential accommodation, vehicles and administrative services.

Regional areas, in particular, are reaping the economic benefits of having a local BEC providing services to assist with expanding existing businesses and nurturing new employment-generating enterprises. Likewise, the role of metropolitan BECs in business development and creation of employment opportunities is recognised with generous support from their local governments and effective working partnerships in many joint projects.

The ongoing commitment of local governments to their BECs is indicative of the value they place on the work of BECs in their communities and, as the second largest sponsor, their continued support is critical to the future success of the network.

Examples of BECs and local government working together to enhance the delivery of small business assistance services include:

- Home Based Business Database Project conducted by Swan Region BEC and the City of Swan;
- The co-sponsorship of the BEC by the Shire of Jerramungup to determine the need for a fully funded BEC in the region;
- Specialist assistance provided to tourism operators in the East Kimberly in conjunction with the Shire of East Kimberly and the Wyndham Tourism Committee. This co-operation extended to the Shire's Townscape Project, which assists businesses and community organisations to improve the presentation of the town;
- The Shire of Roebourne has a demonstrated commitment to business diversity and development in the Roebourne area. As part of this commitment the Shire provides generous support to the Karratha BEC, which works closely with both the small business community and other community organisations to assist the Shire in the achievement of this objective;
- As a major sponsor of the Belmont BEC, the City of Belmont has provided funds that enable the BEC to extend its range of services to meet the specific business and employment generating objectives captured within its City of Opportunity initiatives.



The following is a summary of cash and in-kind support provided to BECs by local government during 2000/01.

Metropolitan Centres	\$ Cash	\$ in Kind
Belmont Business Enterprise Centre	\$40,000.00	\$ -
Canning Valley Business Enterprise Centre	\$ -	\$ -
Coastal Business Centre	\$14,300.00	\$ -
Malaga Business Enterprise Centre	\$25,000.00	\$ -
North West Metro Business Enterprise Centre	\$25,000.00	\$ -
Rockingham Business Development Centre	\$30,000.00	\$ -
South East Metro Business Enterprise Centre	\$9,750.00	\$ -
Stirling Business Enterprise Centre	\$27,500.00	\$ -
Subiaco Business Enterprise Centre	\$10,000.00	\$ -
Swan Region Business Enterprise Centre	\$43,345.00	\$2,500.00
Total Metropolitan	\$224,895.00	\$2,500.00
Regional Centres		
Albany Business Centre	\$12,000.00	\$75,990.00
Broome Enterprise Centre	\$6,000.00	\$ -
Busselton Dunsborough Business Enterprise Centre	\$ -	\$ -
Central Coastal Districts Business Enterprise Centre	\$24,000.00	\$ -
Central Great Southern Enterprise Agency	\$10,700.00	\$ 2,000.00
Central Midlands Local Enterprise Centre	\$ -	\$ -
Central Wheatbelt Enterprise Centre	\$12,000.00	\$16,800.00
Collie and Districts Enterprise Agency	\$7,500.00	\$ -
Derby Enterprise Agency	\$ -	\$16,000.00
Eastern Districts Business Enterprise Centre	\$ -	\$5,200.00
East Kimberley Business Enterprise Centre	\$20,000.00	\$ -
Esperance Local Enterprise Initiative Committee	\$1,000.00	\$ -
Gascoyne Business Enterprise Centre	\$ -	\$ -
Goldfields Business Enterprise Centre	\$ -	\$ -
Hedland Business Enterprise Centre	\$ -	\$840.00
Jerramungup Business Enterprise Centre	\$67,289.51	\$ -
Karratha Business Enterprise Centre	\$20,000.00	\$ -
Leschenault Business Enterprise Centre	\$ -	\$ -
Margaret River Business Development Centre	\$ -	\$ -
Midwest Business Enterprise Centre	\$1,500.00	\$ -
Narrogin Enterprise Agency Inc.	\$ -	\$7,500.00
Northam Districts Business Enterprise Centre	\$ -	\$ -
North Eastern Wheatbelt Local Enterprise Centre	\$7,257.00	\$ -
North Midlands Enterprise Agency	\$4,000.00	\$ -
Peel Business Enterprise Centre	\$12,500.00	\$ -
Southern Avon Enterprise Agency Inc	\$4,000.00	\$480.00
Warren Blackwood Business Assistance Centre	\$ -	\$ -
Total Regional	\$209,746.51	\$124,810.00
Total Overall	\$434,641.51	\$127,310.00

Looking to the future the BEC network will work to continue its excellent relationship with local government and sponsors.

Lotteries Commission

The Lotteries Commission has continued to assist the BEC network through a variety of grants offered under the Community Grants Scheme. During the last financial year, 10 BECs received Lotteries Commission grants with a combined value of \$91,792. The SBDC and the BEC network recognises and thanks the Lotteries Commission for this most valued support.

Australia Post

Australia Post continues to provide the BEC network with \$37,000 worth of postage support. This sponsorship is of great benefit to all individual BECs. As well as reducing postal costs, BECs have been able to utilise their postage support to assist new enterprises commencing businesses by conducting an initial mail out.

The SBDC and BEC network recognises and thanks Australia Post for its ongoing support.



SBDC Support to Centres

The BEC Support Unit is a unit of the Small Business Development Corporation that provides a range of support services to the BEC network. The main areas of responsibility of the support unit include:

- Responsible for ensuring the grant funding for the BECs is administered and expended according to regulatory conditions;
- Co-ordinate annual conferences;
- Encourage management committee training and liaison;
- Conduct field visits to assist with maintaining relevant services;
- Co-ordinate marketing activities for the general overall promotion of the network.
- Negotiate Professional Indemnity insurance cover and reimburse BECs to a predetermined benchmark;
- Collate statistics for measuring the impact of the BEC program on the community;
- Ensure stakeholders are kept informed of the benefits of the BEC program;
- Assist in arranging sponsorship for promotional activities;
- Review agreements and operating procedures;
- Provide induction training for new managers;
- Promote and foster the training and development of BEC Managers;
- Assist Committees and BEC staff with planning;
- Provide day to day support and information for BEC staff and Committees;
- Provide administrative support to BEC WA;
- Introduce and maintain access to information sources such as the Extranet service, Ibis World and FMRC Benchmarks;
- Review Lotteries Commission grant applications and assist with processing;
- Negotiate and liaise with sponsors such as Australia Post and various Local Government authorities.

The BEC Support Unit consisted of four staff as at 30 June 2001.

Mr. Stephen Moir	Director
Ms Jacqueline Finlayson	BEC Liaison and Support
Mr. Terry Orr	BEC Liaison and Support
Ms Dianne Calhoun	Administration Support Officer

- *Additional support was provided by Mr. Reg Fox from within the SBDC Online Development Unit.*

Supplementary Funding

In addition to the core operational funding of \$2.25 million, the SBDC provides financial support to the BEC network in a number of other areas. Savings attained from within the BEC Support Unit's budget are passed on to the network by way of supplementary funding payments. In 2000/01 this amounted to \$5,500 per centre, or \$203,500. Other major costs met through the BEC Support Unit at the SBDC to achieve economies of scale included \$33,892 for Professional Indemnity Insurance, along with funding to assist with the training and development of the Managers within the network and for attendance at the annual BEC Conference.

BEC Conference

The BEC State Conference, attended by Managers and Chairpersons of the BEC network, was held on 12 & 13 October 2000 at the Joondalup Resort Hotel. This conference, which occurs on an annual basis, provides an opportunity for BEC Managers, Chairpersons and the Small Business Development Corporation to share experiences and lay the groundwork for the future direction of the network.

During the two day conference participants focussed on three key areas to improve the delivery of BEC services:

1. increasing the understanding and utilisation of SBDC programs;
2. receiving updates on SBDC/BEC activities in the areas of policy, marketing and sponsorship;
3. engaging in peer support and networking.

The BEC Conference was also the venue for the launch of the much anticipated Extranet facility. This facility vastly increases the information available to BECs when delivering services to the community and is a welcome addition to the resources of the network.



BEC Enhancement Initiatives

During the 2000/01 financial year the SBDC worked in conjunction with the BEC network to commence several initiatives designed to enhance the performance of the network. Some of these initiatives will enable BECs to provide more accurate information to clients, while others will improve communication between individual BECs, and their clients.

Extranet

The Extranet facility was launched during the BEC Conference in October 2000. This facility provides BECs with an on-line one-stop-shop for internal and external business related information. The service provides access to the State Law Publisher, a selection of CCH publications as well as e-files - a collection of journal and newspaper articles collated by the SBDC. The Extranet facility allows BECs to provide more detailed and current information to their clients.

IBIS World

Through the Extranet, participating BECs are able to access the IBIS World service. This service provides general industry snapshots, a valuable resource for clients undertaking feasibility studies on business ideas. BEC clients are able to assess the general trends of an industry prior to commencing a business, or developing a strategic business plan.

Financial Management Research Centre Benchmarks

The Financial Management Research Centre (FMRC) Benchmarks are available to BECs in both paper form and as an interactive

spreadsheet on CDROM. The benchmarks provide information on the expected cash flow and expenditure of a business based on industry, size and location. BECs are able to use the service to provide clients valuable information for business plans and feasibility studies.

Australian Institute of Enterprise Facilitators - Certificate Level IV

Fifteen BEC Managers have participated in a training program developed by the Australian Institute of Enterprise Facilitators (AIEF) and conducted by the Australian Institute of Management. The program, which is assessed and accredited by Victoria University, provides training in areas such as business counselling, financial awareness and e-commerce. The course will continue to be offered to BEC Managers during the 2001/02 financial year.

Video-conferencing

The SBDC has purchased and commenced the implementation of appropriate hardware and software for internet-based video-conferencing. This will significantly increase the opportunities for BECs to conduct group meetings and one-to-one consultation with clients, without the extensive travel currently required. It is anticipated that video-conferencing will increase the interaction between BECs and assist in reducing operational costs.

Installation of the necessary equipment and software will commence in the 2001/02 financial year.

Program Delivery

In addition to providing general information on starting and developing small businesses, the BEC network also actively promotes a range of specific programs designed to assist small business owners achieve their maximum potential. The delivery of programs, many of which are available through the Small Business Development Corporation, provide a valuable source of revenue for individual Business Enterprise Centres.

Small Business Improvement Program (SBIP)

The Small Business Improvement Program (SBIP) is a funding program designed to improve the competitiveness and strategic outlook of small businesses in Western Australia. It provides businesses with financial assistance to engage external consultants to provide specialist advice in areas such as quality assurance certification, business assessment and planning, strategic marketing and e-commerce. Businesses can then use this advice to implement appropriate strategies to improve their business viability.

The program is administered by the SBDC and promoted through the BEC network. During the 2000/01 financial year, BECs were responsible for organising 135 SBIP approvals on behalf of established small businesses. These approvals resulted in \$30,520 in revenue for participating BECs and \$363 541.77 in funding for West Australian small businesses.

Leanne Scattini of Busselton started Cookies Galore in 1992 after finding she couldn't keep up demand for the butter shortbread she sold at the local markets. After a couple of years operation the business had moved on from the family kitchen and into a commercial kitchen in a converted garage.

It was at this point that Cookies Galore sought help from John Anderson at the Busselton Dunsborough Business Enterprise Centre. He encouraged them to apply for assistance through the Small Business



Improvement Program to engage a consultant to assist with a business plan and marketing strategy.

"The consultant's guidance helped us consolidate our ideas and he drew on other professionals to provide us with a wide range of objective information and options to increase the size of our business."

With the advice of their consultant, Cookies Galore has enlarged their kitchen and invested in automated cooking equipment, helping them make the move from small home-based business to commercial operation.



Office Location	Approvals	\$ Funds Paid to BECs	\$ Funds paid to Clients	Number of Clients
Albany BEC	16	\$400.00	\$31,890.00	7
Belmont BEC	4	\$1,000.00	\$7,825.00	2
Busselton Dunsborough Enterprise Centre	17	\$3,000.00	\$31,279.25	7
South East Metro BEC (Welshpool)	2	---	\$7,500.00	2
Canning Valley BEC (Maddington)	18	\$5,100.00	\$49,393.41	11
Central Coastal Districts BEC (Lancelin)	---	\$1,000.00	\$6,500.00	2
Central Great Southern BEC (Tambellup)	2	\$500.00	\$5,000.00	1
Coastal Business Centre (Fremantle)	10	\$750.00	\$15,000.00	3
Goldfields BEC (Kalgoorlie/Boulder)	2	\$500.00	\$5,000.00	1
Leschenault Enterprise Centre (Bunbury)	17	\$6,120.00	\$68,765.82	15
Malaga Business Enterprise Centre	9	\$2,300.00	\$23,072.73	5
Margaret River Enterprise Centre	---	\$150.00	\$3,250.00	1
Midwest BEC (Geraldton)	2	\$1,000.00	\$6,136.00	2
Narrogin Enterprise Agency	1	---	---	---
Northam District BEC	1	---	---	---
North West Metro BEC (Joondalup)	3	\$500.00	\$8,272.73	2
Rockingham Business Development Organisation	1	---	---	---
South East Metro BEC (Welshpool)	2	---	---	---
Stirling BEC (Balcatta)	10	\$1,700.00	\$33,649.73	7
Subiaco Business Enterprise Centre	14	\$3,000.00	\$31,781.82	7
Swan Region BEC (Midland)	4	\$1,500.00	\$14,050.00	3
Warren Blackwood BEC (Manjimup/Bridgetown)	---	\$2,000.00	\$15,175.28	4
Totals	135	\$30,520.00	\$363,541.77	82

Small Business Initiatives Fund (SBIF)

The Small Business Initiatives Fund (SBIF) provides an opportunity for BECs to develop programs that address the specific needs of their local small business community. It is anticipated that through these programs the development of small business will be enhanced throughout the state.

BECs are invited to make submissions for SBIF funding in areas such as small business development skills, strategic business planning, e-commerce awareness and specialist business presentations for regional areas. During 2000/01 several BECs used SBIF funding to develop programs designed to assist businesses cope with specific regional problems, such as adverse seasonal conditions and the closure of major regional enterprises.

The SBIF is administered by the SBDC. During the 2000/01 financial year 13 BECs received approval for SBIF programs, some of which are highlighted below.

Belmont Business Enterprise Centre

Belmont BEC made two applications for funding under the SBIF program. The first application involved a series of 20 workshop/seminars designed to teach fundamental business skills to Small to Medium Enterprises (SME) operating in the Textile Clothing and Footwear (TCF) industry.

The program covered an array of topics including employee and outworker issues, pricing and costing, time management as well as general business skills. The program also encouraged networking between TCF businesses, to create a greater awareness of other members of the industry, and facilitate an increase in referral between locally based complementary small businesses.

Funding approved: \$33,588

The second application was for a pilot project educating business migrants on conducting business in Australia. The workshops covered topics such as Australian business etiquette and Australian business law. Workshops were also presented on conducting business overseas and in multi-cultural markets.

Funding approved \$34,100

Eastern Districts Business Enterprise Centre (Corrigin)/North Eastern Wheatbelt Business Enterprise Centre (Mukinbudin)

The Corrigin and Mukinbudin BECs made a joint application to run a series of Business Skills Development workshops in 12 towns (six in each BEC area) over a two-year period. The purpose of the workshops is to encourage excellence in rural business practice by delivering specialist presentations on customer service, reducing costs, e-commerce and marketing.

The strengths of this program are the recognition of the need to encourage local small businesses to improve their business operations and the ability of the BECs to conduct the workshops in local areas. This encouraged participation by rural businesses and allowed them to access the same opportunities for training their metropolitan counterparts enjoy.

Funding approved \$118,690



Goldfields Business Enterprise Centre (Kalgoorlie)

The Goldfields BEC received funding to conduct a Stress Management Presentation. This presentation was designed to assist small businesses in the Goldfields region to deal with the impact of the financial collapse of a major project in the region.

Funding approved \$1,595.33

Narrogin Business Enterprise Centre

The Narrogin BEC successfully applied for funding to present nine “Getting to Next Harvest” workshops. These workshops were aimed principally at assisting small businesses in the Wheatbelt area cope with the downturn in business as a result of poor harvests.

The workshops seek to teach business owners strategies for long-term survival. The program expects that these skills will reduce the number of small businesses that become unviable as a result of the poor season and reduce the exodus of skilled people from rural areas.

Funding approved \$88,046

Rockingham Business Development Organisation/Coastal Business Centre

The Rockingham Business Development Organisation, in conjunction with the Coastal Business Centre in Fremantle, received

funding approval to conduct a range of workshops and presentations aimed at people operating, or intending to operate, a home-based business. The workshops discussed core functions of business and the unique way in which they apply to home-based businesses.

The program also encouraged participants to attend Marketing Today workshops. Marketing is an important business activity that is often overlooked by home-based businesses.

Funding approved \$95,546

South East Metro Business Enterprise Centre (Welshpool)

South East Metro BEC was granted approval to run the “Business Mentor Enhancement Project”. This project was designed to further enhance the existing Business Mentor Service to include Group Mentoring.

Group Mentoring has been found to be a welcome addition to the sometimes insular one-on-one mentoring approach. The program also included training for Business Coaches in Group Mentoring methods.

Funding approved \$99,770

The following is a summary of SBIF approvals and payments for the 2000/01 financial year.

Centre	Project	Amount Approved	Funds Provided to 30 June 2001
Albany Business Enterprise Centre	Women Going Places Conference	\$2,750.00	\$ 2,750.00
	"Just Ask Rob"	\$14,300.00	\$ 14,300.00
Leschenault Enterprise Centre Inc	Small Business Workshops	\$33,550.00	\$ 33,550.00
Collie & Districts Enterprise Agency	Industry Diversification Project	\$11,965.00	\$ 11,965.00
Goldfields Business Enterprise Centre	Stress Management Workshops	\$1,595.33	\$ 1,595.33
North Eastern Wheatbelt BEC/Eastern Districts BEC	Business Skills Development Workshops	\$118,690.00	\$ 59,345.00
Narrogin Districts BEC	Getting to Next Harvest	\$88,046.00	\$ 44,023.00
Central Great Southern BEC	Credit Management and Debt Collection Seminars	\$2,460.00	\$ 2,460.00
Central Wheatbelt Enterprise Centre	Visual Strategies	\$1,552.00	\$ 1,552.00
	E-commerce	\$1,320.00	\$ 1,320.00
Belmont Business Enterprise Centre	Textile Clothing and Footwear Workshops	\$33,588.00	-
	Multicultural Business Skills Project	\$34,100.00	-
Rockingham Business Development Organisation/ Coastal Business Centre	Home-based Business Workshops	\$95,546.00	\$ 47,773.00
South East Metro BEC (Welshpool)	Business Mentor Enhancement Program	\$99,770.00	\$ 99,770.00
Totals		\$539,232.33	\$ 320,403.33

Regional Smart Start

Regional Smart Start is a program available to unemployed people who display a commitment to establishing a commercially viable small business within a 12-month period. Applicants do not need to be receiving social security benefits in order to apply, however recipients of the New Enterprise Incentive Scheme are not eligible.

The Business Enterprise Centre network has tailored the Smart Start program to address

the needs of regional Western Australia. The program's services include assistance with the preparation of business proposal plans and assistance is provided from the time of approval through to the commencement of the business.

The 2000/01 financial year saw an overall decline in the number of Smart Start approvals from the previous financial year. A total of \$90,000 was provided to BECs under the Smart Start program through to 30 June 2001.



Smart Start Program 2000/01 Smart Start Utilisation and Funding

BEC Centres	Stages	Business Proposals (Stage 1)		Business Planning (Stage 2)		Business Start Ups (Stage 3)	
	Approved	No.	\$	No.	\$	No.	\$
Albany	15	4	2000	5	5000	6	9000
Beverley	13	6	3000	4	4000	3	4500
Broome	2	--	--	1	1000	1	1500
Bunbury	9	3	1500	3	3000	3	4500
Carnarvon	1	1	500	--	--	--	--
Collie	2	1	500	--	--	1	1500
Esperance	7	2	1000	2	2000	3	4500
Geraldton	9	3	1500	3	3000	3	4500
Lancelin	12	6	3000	3	3000	3	4500
Mandurah	3	1	500	2	2000	--	--
Manjimup	5	2	1000	2	2000	1	1500
Margaret River	7	3	1500	2	2000	2	3000
Narrogin	7	3	1500	2	2000	2	3000
Northam	2	2	1000	--	--	--	--
Tambellup	1	1	500	--	--	--	--
Totals	95	38	\$19,000	29	\$29,000	28	\$42,000

The Regional Smart Start Program boasts many success stories throughout Western Australia. In Albany, Todd and Kristen McGregor used the program to conduct market research and develop business plans and financial projections for their Wiggles 'n Giggles Kids' Play Cafe. Working with Rob Siegel of the Albany Business Enterprise Centre, Todd and Kristen were able to get their business off the ground.



"The guidance we received from Rob helped us get off to a good start," said Debbie.

Business Mentor Service

The Business Mentor Service is potentially one of the most valuable programs that new business operators can access through the BEC network. The program aims to provide business operators with one of the most useful tools possible - experience.

The program seeks to link new business owners with experienced business people who can act as mentors. Mentors can be used as a sounding board for new ideas and can provide guidance to help business operators avoid common pitfalls as their business develops.

Business Innovation Development Scheme (BIDS)

The Business Innovation Development Scheme (BIDS) provides an opportunity for businesses to commercialise a new technology or invention. The scheme provides successful applicants with funding to offset the cost of engaging an external consultant to provide advice and assistance on the commercialisation process.

The program aims to provide for the transfer of skills from the consultant through to the business owner, and it is anticipated that successful participants in the program will better understand the commercialisation process and apply learned skills in the future.

Business Mentor Service Utilisation and Funding 2000-2001

Office Locations	Applications	\$ Funds Released
Belmont BEC	1	\$385
Goldfields BEC (Kalgoorlie/Boulder)	1	\$385
Leschenault BEC (Bunbury)	27	\$10,395
Peel BEC (Mandurah)	7	\$2,695
Total	36	\$13,860

Kaye and Joe Reither of NARA Training & Assessing, a five year old home-based workplace training business, have used the Business Mentor Service to great success. Ms Reither first heard about business mentors after seeing a television program.

"I then completed a home-based business survey through Leschenault Business Enterprise Centre, where I expressed my interest in accessing a mentor," she said.

The Leschenault Business Enterprise Centre matched Kaye and Joe with Kevin Coote, a successful businessman and former West Australian Entrepreneur of the Year.

"We were very lucky to be matched up with Kevin Coote. Joe knows all about training, I know how to keep the books, but I really don't know about marketing.

"We received some great ideas and impartial feedback. Kevin's involvement with Rotary also helped us understand the importance of networking," Ms Reither said.



Marketing Today

During the 1999/00 financial year twenty-seven BEC Managers received accreditation to deliver the Marketing Today program. This program has been developed specifically to educate business owners about the importance of marketing and basic marketing

skills and techniques.

During the 2000/01 financial year accredited BEC Managers were able to deliver the course, many for the first time. Response to the course has been very positive, with many business owners eager to apply their new found and essential marketing skills.

Location	Subsidy	Marketing	Courses	Participants
Albany Enterprise Centre	\$3,058.00	---	6	54
Belmont Business Enterprise Centre	\$2,332.00	---	6	42
Central Coastal Districts BEC (Lancelin)	\$1,100.00	\$550.00	2	25
Eastern Districts BEC (Corrigin)	\$550.00	\$ 550.00	1	8
Goldfields BEC (Kalgoorlie/Boulder)	\$1,694.00	\$ 550.00	4	26
Jerramungup Shire BEC	\$462.00	---	1	7
Leschenault Enterprise Centre (Bunbury)	\$1,650.00	\$ 550.00	3	34
Margaret River Enterprise Centre	\$814.00	\$ 550.00	2	12
Narrogin Business Enterprise Centre	\$1,100.00	\$ 550.00	2	17
North Eastern Wheatbelt BEC (Mukinbudin)	\$2,046.00	\$ 550.00	4	38
Northam Districts BEC	\$550.00	\$ 550.00	1	10
Peel BEC (Mandurah)	\$1,012.00	---	2	15
Stirling BEC (Balcatta)	\$2,838.00	\$ 550.00	6	42
Total	\$19,206.00	\$4,950.00	40	330

Delivered by the Business Enterprise Centres across the State, Marketing Today workshops have been custom-designed to encourage small businesses to adopt best practice marketing techniques and strategies.

Neil Ballard of Tincurrin attended a Marketing Today workshop organised by the Narrogin Business Enterprise Centre last November.

Mr Ballard, whose business - Ballard Seeds - produces, cleans and markets pasture seed - said the workshop had given him a better understanding of marketing.

"I learned that marketing is not just about selling; it is more about targeting markets, developing relevant advertising messages and nurturing better teamwork to achieve promotional goals," he said.

"One of the most helpful aspects of the workshop was spending time with other participants and hearing what marketing efforts worked for them.

"As a result of attending the workshop, we have developed a new mission statement and logo and I believe we are spending our advertising dollars more wisely.

"I expect the benefits from my increased knowledge of marketing to translate into an increase in our bottom line within the next six months."

Small Business Smart Business

The effectiveness of BECs in linking small business proprietors with a range of State Government assistance programs has been recognised by the State Department of Training and Employment in the development of its Small Business Smart Business initiative. The program was designed to encourage a training culture within regional small businesses and provided qualified businesses with a \$200 subsidy towards the cost of accessing relevant training for either the proprietor or their employees. Initially piloted in the South-West, the scheme was extended to include the rest of the 27 regional BECs and resulted in 2,730 small businesses obtaining training vouchers to value of \$546,000.

The participating BECs played a critical role in the success of the program by promoting the benefits of training and encouraging clients to access training opportunities. The BEC managers provided guidance and information about relevant training courses and were responsible for approving all courses selected by the clients.

The flexibility of the program ensured that clients in remote areas were able to access training from a range of training providers, with courses being delivered to individuals, on location at the business, or in the more traditional group environment.

This important program provided BECs with an opportunity to deliver a valuable core service to their clients and created

opportunities for the BECs to raise awareness of the range of services and expertise available to assist small businesses in regional communities.

Summary of Funding

Detailed below is a summary of additional funding provided to the BEC network by the Small Business Development Corporation for the delivery of specific programs.

Small Business Improvement Program (SBIP)	\$30,520.00
Regional Smart Start	\$90,000.00
Business Mentor Service	\$13,860.00
Business Innovation Development Scheme (BIDS)	\$150.00
Marketing Today	\$23,706.00
Small Business Smart Business	\$25,400.00
Sub-total	\$183,636.00
Small Business Initiatives Fund (approved funding)	\$539,232.33
Total	\$722,868.33



BEC Promotion & Marketing

Local Business Awards

Each year individual BECs participate in local business awards. These awards encourage small businesses and recognise excellence. During 2000/01, 13 BECs participated in their local business awards. The SBDC demonstrated its continued commitment to encouraging participation in the awards by providing \$32,500 in sponsorship.

Local Government Week Expo

The BECs presented a display at the annual Local Government Week Expo held 6-8 August 2000. This presentation helped highlight the reciprocal relationship that exists between Business Enterprise Centres and local government. In addition to incorporating a "Thank You Board" acknowledging the local government sponsorship of the BEC network, the Expo helped raise the profile of the BECs in some areas.

Business Opportunities Expo 2001

The BEC network was well represented at the Business Opportunities Expo 2001. This expo, which is aimed at people contemplating entering small business, attracted around 4500 visitors and provided an excellent promotional opportunity for the

network. BEC staff were available to answer questions from the public and inform people about the services provided by their local BEC.

Dowerin Field Days

The Dowerin Field Days, is the largest agricultural field event in Western Australia and attracted approximately 50,000 visitors over the three days between 29th and 31st August 2000.

As in previous years, BECs located within the region, in conjunction with the SBDC, coordinated a display designed to showcase the range of services and expertise available to assist small businesses in the Wheatbelt. A wide selection of small business publications were available for purchase and BEC Managers and SBDC advisers worked together to assist clients with queries on a range of subjects including the transition to the new tax system, business development programs, marketing and business planning.

Participation in events such as the Fields Days provides an ideal forum for BECs to raise the profile of the network and inform small businesses about the diversity of assistance available.

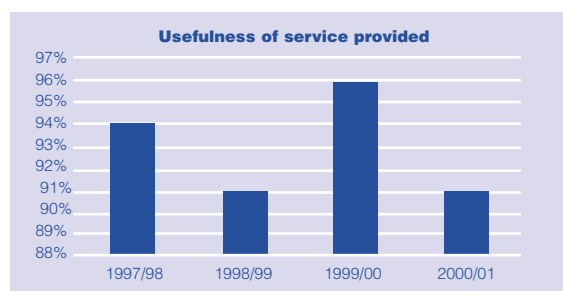
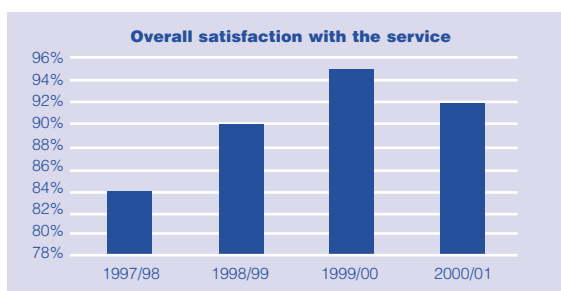
Performance Measures for the BEC network 2000/01

Business Enterprise Centre Client Survey

Two surveys of 400 BEC clients were conducted during the financial year to measure the effectiveness of the BEC network in its service delivery. The results are shown as a percentage of the level of satisfaction expressed by BEC clients interviewed by the survey team.

	1997/98	1998/99	1999/00	2000/01
Performance indicators:				
Usefulness of the advice/information provided	94%	91%	96%	91%
Contribution to improvement in business decision making	85%	77%	85%	85%
Contribution to decision to start or buy a business – (starters only)	79%	72%	75%	59%
Extent to which information contributed to improved business performance (business operators only)	N/A	59%	64%	59%
Overall satisfaction with service	84%	90%	95%	92%
Customer Service:				
Ease of access to service and / or information	94%	91%	93%	96%
Level of service provided by staff	84%	95%	98%	96%
Satisfaction with time taken to respond to request or call	N/A	95%	95%	96%
Likelihood of using the service again	93%	91%	94%	94%

The survey indicates that the level of satisfaction of BEC clients with BEC services remains high.





BEC Chairpersons

The Chairpersons and Committees of the BEC are local volunteers who give up their time and resources to assist businesses in their community. SBDC would like to thank the Chairpersons for their leadership and vision in guiding their BECs over the past year.

As at 30 June 2001

Regional Office Locations

Albany	Albany Enterprise Group	Ms Alison Steer
Beverley	Southern Avon Enterprise Agency	Mr Colin Mills
Broome	Broome Enterprise Centre	Mr Ross deWit
Bunbury	Leschenault Enterprise Centre	Mr Stuart Thompson
Busselton	Busselton Enterprise Centre	Mr Doug McCutcheon
Carnarvon	Gascoyne Business Enterprise Centre	Ms Debbie Merritt
Collie	Collie Districts Enterprise Centre	Mr Rob Banks
Corrigin	Eastern Districts Enterprise Centre	Mr Harry Gayfer
Derby	Derby Enterprise Centre	Ms Elsia Archer
Esperance	Esperance Local Enterprise Initiative Committee	Mr Barrie Stearne
Geraldton	Midwest Business Enterprise Centre	Ms Margaret Rowe
Jerramungup	Jerramungup Business Enterprise Centre	Mr Geoff McGrath
Kalgoorlie/ Boulder	Goldfields Business Enterprise Centre	Mrs Esther Roadnight
Karratha	Karratha Business Enterprise Centre	Mr Andrew Lenton
Lancelin	Central Coastal District Business Enterprise Centre	Mr Richard Notley
Mandurah	Mandurah Business Enterprise Centre	Mr Malcolm Eales
Manjimup/Bridgetown	Warren Blackwood Enterprise Agency	Ms Denise Jenkins
Margaret River	Margaret River Enterprise Centre	Mr Brian Warbey
Mukinbudin	North Eastern Wheatbelt Business Enterprise Centre	Ms Rosemary Fisher
Narrogin	Narrogin Enterprise Centre	Mr Rob Maxwell
Northam	Northam District Business Enterprise Centre	Mr John Buttersfield
Perenjori	North Midlands Enterprise Centre	Mr Brian Baxter
Port Hedland	Hedland Business Information Centre	Mr Arnold Carter
Tambellup	Central Great Southern Enterprise Agency	Ms Vicki Brown
Wongan Hills	Central Midlands Local Enterprise Centre	Mr Bill Carter
Wyalkatchem	Central Wheatbelt Enterprise Centre	Mr Graham Cooper
Wyndham/Kununurra	Wyndham East Kimberley Enterprise Centre	Mr Phil Garstone

Metropolitan Office Locations

Balcatta	Stirling Business Enterprise Centre	Ms Ann Bradford
Belmont	Belmont Business Enterprise Centre	Mr Paul McEvedy
Fremantle	Coastal Business Centre	Mr Lou Symes
Joondalup	North West Metro Business Centre	Mr Russell Poliwka
Maddington	Canning Valley Enterprise Development	Mr Sid Hodgkiss
Malaga	Malaga Business Enterprise Centre	Mr Mike Clifford
Midland	Swan Region Business Enterprise Centre	Mr Jack Fox
Rockingham	Rockingham Business Development	Mr David Winter
Subiaco	Subiaco Business Enterprise Centre	Mr Shaun Ridley
Welshpool	Canning Regional Enterprise Agency	Mr Charles Bellow

BEC Managers

As at 30 June 2001

Regional Business Enterprise Centre Managers



Albany Business Centre

Robert Siegel
Phone (08) 9841 8477
Email
rsiegel@albanybusinesscentre.com.au
Support staff: Kay Geldard
Jan Waterman Kit Rowley Julie
Wright Hazel Boyette
Shires involved: Albany



Leschenault Enterprise Centre Bunbury

Alison Lannin
Phone (08) 9791 2666
Email: alison@lbec.asn.au
Support staff: Lauren Simpson
Cathy Ferguson Linda Klien
Shires Involved: Bunbury, Donnybrook
Capel, Dardanup, Harvey



Southern Avon Business Enterprise Centre (Beverley)

Kevin Mangini
Phone (08) 9646 1538
Email saea@agn.net.au
Support staff: Gail Mangini
Shires involved: Beverley, Brookton,
Pingelly, Quairading, York.



Busselton / Dunsborough Business Enterprise Centre

John Anderson
Phone (08) 9754 2414
Email: john@bdbc.com.au
Support Staff: Ms Mary Fairhead
Shires involved: Busselton /
Dunsborough



Broome Business Enterprise Centre

Graham McGinn
Phone (08) 9193 6622
Email: broomebec@wn.com.au
Support Staff: Robyn McPhee
Shires involved: Broome



Gascoyne Business Enterprise Centre (Carnarvon)

Dennis Wade
Phone: (08) 9941 3262
Email: gbec@wn.com.au
Shires involved:
Carnarvon, Shark Bay, Exmouth, Upper
Gascoyne



Collie and Districts Business Enterprise Centre

Dave Roberts
Phone: (08) 9734 5455
Email:dave@colliebusiness.asn.au
Support staff: Cassy Abbey
Shires Involved: Collie



Eastern Districts Business Enterprise Centre (Corrigin)

Des Matthews
Phone (08) 9063 2470
Email: edbec@corrigin.wt.com.au
Shires involved: Corrigin, Kondinin
Bruce Rock, Kulin, Narambeen.



Derby Business Enterprise Centre

Ross Sullivan
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Email: derbybec@comswest.net.au
Shires Involved: Derby



Esperance Business Enterprise Centre

Brian Willoughby
Phone (08) 9071 3377
Email: esp-bec@emerge.net.au
Support staff: Rebekah Houston
Shires involved: Esperance



Midwest Business Enterprise Centre (Geraldton)

Sally Bennison
Phone: (08) 9921 4741
Email: mbec.sally@midwest.com.au
Support staff: Wendy Stevens
Shires involved: Geraldton, Greenough, Northampton



Jerramungup Business Enterprise Centre.

Manager: Yvonne Polain
Phone (08) 9835 1998
Email: jerrybec@comswest.net.au
Shires Involved: Jerramungup, Ravensthorpe (Districts Bremer Bay, Box Hill, Gairdner.)



Goldfields Business Enterprise Centre (Kalgoorlie)

Nicole Mitchell
Phone (08) 9021 7708
Email: gfbec@kalnet.com.au
Shires involved: Kalgoorlie /Boulder.



Karratha Business Enterprise Centre

Sue Hathaway
Phone (08) 9144 4668
Email: kbec@kisser.net.au
Shires Involved: Roebourne



Central Coastal Districts Business Enterprise Centre

Norm Skoglund
Phone (08) 9655 1068
Email: ccdbec@bigpond.com.au
Support : Mrs Julie Skoglund
Shires Involved: Gingin, Chittering, Dandaragin



Peel Business Enterprise Centre (Mandurah)

Jan Forsyth
Phone (08) 9535 5672
Email: becman@southwest.com.au
Support Staff: Gail Stewart, Kirsteen Annels.
Shires Involved: Mandurah, Murray, Serpentine, Jarrahdale, Waroona, Boddington.



Warren Blackwood Business Assistance Centre (Manjimup/Bridgetown)

Collin Jeffery
Phone: Manjimup (08) 9771 2699
Bridgetown (08) 9761 2266
Email: collin@businessassistance.com.au
Support staff: Susan Vaughan
Shires involved: Boyup Brook, Bridgetown, Greenbushes, Manjimup, Nannup.



Margaret River Business Enterprise Centre

Barbara Maidment
Phone: (08) 9757 2988
Email: mrbec@netserv.net.au
Shires involved: Augusta / Margaret River.



North Eastern Wheatbelt Local Enterprise Centre (Mukinbudin/Merredin)

Kerry Simpson
Phone (08) 9047 1102
Email: newbec@wn.com.au
Support Staff: (Mukinbudin Shire-Irene, Jos, Jessika,)
Shires involved: Koorda Yilgarn Merredin, Mt Marshall, Mukinbudin, Nungarin, Trayning, Westonia.



Narrogin Business Enterprise Centre

John Millar
Phone (08) 9881 4908
Email: chamber@treko.net.au
Shires Involved: Narrogin, Cuballing, Dumbleyoung, Wagin, Wandering, West Arthur, Wickepin, Williams



Central Midlands Local Enterprise Centre (Wongan Hills)

John Lysaught
Phone (08) 9671 1880
Email: cenmibec@wongan.agn.net.au
Shires involved: Wongan/Balidu, Dowerin, Moora, Dalwallinu, Goomalling.



Northam Business Enterprise Centre

Janene Troy
Phone (08) 9622 5730
Email: northambec@wn.com.au
Support staff: Amie Wetherall
Shires involved: Town of Northam, Shire of Northam



Central Wheatbelt Business Enterprise Centre (Wyalkatchem)

Cheryl Dimmack
Phone (08) 9681 1158
Email: cwec@agn.net.au
Shires involved: Cunderdin, Kellerberin Tammin, Wyalkatchem.



North Midlands Enterprise Agency (Perenjori)

Pat Randell
Phone (08) 9973 1018
Email: northmidlandsbec@wn.com.au
Shires Involved: Carnamah, Coorow, Mingenew, Perenjori, Three Springs, Morawa



East Kimberley Business Enterprise Centre (Wyndham)

Edgar Price
Phone (08) 9161 1181
Email: wekbec@bigpond.com
Support Staff: Diana Spyker.
Shires involved: East Kimberley, Halls Creek



Vacant at
30 June
2001

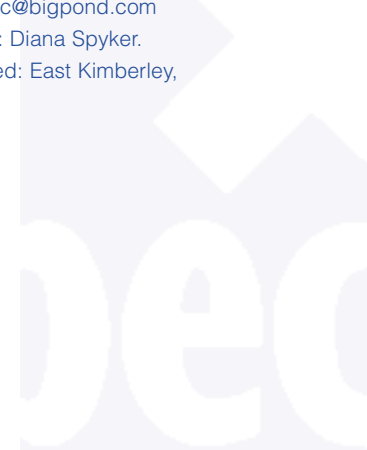
Hedland Business Information Centre (Port Hedland)

Vacant
Phone No (08) 9173 2335
Email: phbec@norcom.net.au
Shire Involved: Port Hedland



Central Great Southern Enterprise Agency (Tambellup)

Bob Griffith
Phone (08) 9825 1220
Email: cgsbec@katel.net.au
Shires involved: Broome Hill, Gnowangerup, Katanning, Tambellup, Woodanilling, Cranbrook, Kojonup





Metropolitan Business Enterprise Centre Managers



Stirling Business Enterprise Centre (Balcatta)

Andrew Maurice
Phone: (08) 9240 2393
Email: andrew@stirlingbec.com
Support staff: Maxine Scott
Council involved: City of Stirling



Vacant at
time of
publication

Canning Valley Enterprise Development

Vacant
Centre being re-located



Belmont Business Enterprise Centre

Carol Hanlon
Phone: (08) 9479 3777
Email: info@bbec.asn.au
Support staff: Naomi Ogilvie
Deanne Blake
Council involved: City of Belmont



Malaga Business Enterprise Centre

Alan Carson
Phone (08) 9249 6010
Email: mbec@ca.com.au
Council involved: City of Swan.



Coastal Business Centre (Fremantle)

Phil Kemp
Phone: Fremantle (08) 9430 8569
Melville (08)9364 9083
Email : coastal@vianet.net.au
Support staff: Jackie Zele
Councils involved: Fremantle, Cockburn



Swan Region Business Enterprise Centre (Midland)

Tony Watts
Phone: (08) 9274 6428
Email: tony@swanbec.asn.au
Support staff: Lee Leicester
Councils involved: City of Swan
Shire of Mundaring, City of Bassendean, Shire of Kalamunda



North West Metro Business Association (Joondalup)

Tony Beard
Phone: (08) 9300 1414
Email: beard@nwmetro.com.au
Council involved: City of Joondalup, City of Wanneroo



Rockingham Business Development Organisation

John Ham
Phone (08) 9528 3661
Email: rbdc@southwest.com.au
Support staff: Rebecca Taffe
Council involved: (Rockingham Kwinana)



Subiaco Business Enterprise Centre

Ian Smith
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Email: subec@bigpond.com
Council involved: City of Subiaco



South East Metro Business Enterprise Centre (Welshpool)

John Keenan
Phone: (08) 9351 5824
Email: sembec@dingoblue.com.au
Council Involved: City of Canning

