



Connecting, Learning, Developing

# 2016 Auckland Migrant Entrepreneur Forum

25<sup>th</sup> August at 9:30am in the Soljans Estate Winery



Powered by :



## 2016 Auckland Migrant Entrepreneur Forum

### *Connecting, Learning, Developing*

**Date & Time:** Thursday, 25<sup>th</sup> Aug 2016, 9:30 AM to 1:30 PM

**Venue:** Soljans Estate Winery, 366 State Highway 16, Kumeu, Auckland

<b>Agenda</b>	
<b>9:30</b>	<b>Sign-in, Morning Tea &amp; Networking; Karakia by Peter Le Baige, Employment Coach of CNSST</b>
<b>10:00</b>	<b>Opening Speech by Jenny Wang QSM, ED of CNSST</b>
<b>10:05</b>	<b>Introduction of Chinese New Settlers Services Trust</b>
<b>10:10</b>	<b>Overview of New Zealand Economy, Sharon Zöllner, Senior Economist, ANZ Bank</b>
<b>10:40</b>	<b>The Health &amp; Safety Act 2015 by Craig Garner Portfolio Manager, EMA</b>
<b>11:10</b>	<b>Introduction of Whau Local Board Auckland Council by Ami Chand, Board Member of Whau Local Board</b>
<b>11:15</b>	<b>Introduction of Auckland Tourism, Events &amp; Economic Development by John Carr, Business Advisor</b>
<b>11:25</b>	<b>'Migrant Business Support' by Gloria Gao, Social Services Manager of CNSST</b>
<b>11:30</b>	<b>Break Solo - <i>Imagine</i> by Peter Le Baige, Employment Coach of CNSST</b>
<b>11:35</b>	<b>Open Floor Discussion: Government and Non-Government Support for Migrant Businesses</b> Panel members from Whau Local Board, Auckland Tourism Events & Economic Development (ATEED), ACC, IRD, Ministry of Business Innovation and Employment (MBIE), Rosebank Business Association
<b>12:05</b>	<b>Certificate of Appreciation to Panel Speakers and Sponsors (Office of Ethnic Communities, Whau Local Board, ATEED, ANZ Bank)</b>
<b>12:15</b>	<b>Lucky Draw and Closing Speech</b>
<b>12:25</b>	<b>Evaluation and Group Photo</b>
<b>12:30</b>	<b>Lunch and Networking</b>
<b>1:30</b>	<b>Optional: Winery Tour and Tasting (Self-arranged at \$9pp)</b>



# 華人社區服務中心

## CNSST CHINESE NEW SETTLERS SERVICES TRUST

### CNSST Auckland Migrant Entrepreneur Forum 2016

### 2016 奧克蘭移民企業家論壇

#### Preface

Welcome to “CNSST Auckland Migrant Entrepreneur Forum 2016”!

Chinese New Settlers Services Trust (CNSST) always plays an important role in bridging the migrant community to the wider communities including the Governmental departments, academic organisations and other businesses. Within this journal, you will find information on today’s guest speakers and information on CNSST’s employment and enterprise services for employers and job seekers. I believe such forum will bring attendees a step closer to the success to create and run your businesses in New Zealand.

I hope that you will offer your suggestions at the end of the day’s activities via our evaluation forms on what topics you would be interested in to help us plan future talks and events.

Nowadays, our society is moving from just doing the “right thing” to doing the “bright thing to bring our business success. So that “Connecting, Learning, Developing” is the theme of this forum and I hope you will enjoy the chance to catch up with old friends, meet new ones and learn new things, as well as enjoying the hospitality of our hosts, Soljans Estate Winery. Please enjoy your day here!

Finally I would like to take this opportunity to thank the Settling-In Fund of OEC, Whau Local Board, ATEED, ANZ Bank, Media Groups and all the participating businesses. Last but not the least, thanks to all CNSST staff and volunteers for their tirelessness hard work, without whom the forum would not be running smoothly and successfully.

Jenny WANG QSM  
Executive Director

#### About Whau Migrant Business Support Programme (WMBS):

This Forum is part of the WMBS programme. In recognition of 42% migrant population and 48% of businesses owned by migrants in the Whau Local Board area, Chinese New Settlers Services Trust (CNSST), funded by Whau Local Board and ATEED, launched the Whau Migrant Business Support Project (WMBS) in late June 2016. The purpose of this project is to engage with the migrant business community in the Whau in order to build trust, understand their issues and to work with mainstream agencies to help meet their needs. The aim is to improve service delivery and ensure the Whau Local Board area is seen as a supportive area for migrant businesses to establish and grow.

The project included two stages of initial engagement/door to door research followed by a networking event – the Auckland Migrant Entrepreneur Forum 2016.



# Chinese New Settlers Services Trust

## Employment & Enterprise Service

### About CNSST Employment & Enterprise Service

For the past 15 years CNSST has been a consistent and invaluable community employment resource for local employers and local job seekers. As our primary job placement services are funded by the NZ government, CNSST continues to deliver employment services Free of Charge to both employers and jobseekers.

The growing migrant segment of the New Zealand population is one of local employers' largest and fastest growing niche markets for a variety of services and products. To cater to this market's special needs, local employers and businesses need staff who are conversant with the cultures and languages within this group, and who know how to approach it. Employers welcome employees in particular who are bilingual and, ideally, 'bicultural' as well. With its settlement and education services as well, CNSST is well poised to offer such employees to both migrant and local employers drawn from its job seeker network. In particular, the growing importance of Asia to New Zealand exporters also ensures an ever increasing demand for staff with an Asian background.

As a bridge between businesses and job seekers, CNSST helps jobseekers to choose the best jobs suiting their skills and experience, and employers to find the best candidates available.

For more information, please email us at [employment@cnsst.org.nz](mailto:employment@cnsst.org.nz) or call us on +64 9 5701188.

## About CNSST:

Chinese New Settlers Services Trust (CNSST), as a registered charitable trust from 1998, offers culturally and linguistically appropriate social services, education and social housing to Asian and the wider community in New Zealand. For the initial 3 years, CNSST operated at Jenny's home garage without any external funding. Now the organization has developed to a medium-size NGO serving more than 15,000 local Asian migrants per annum by a professional and cohesive team including 38 paid staff, 100+ contracted tutors or counsellors, and over 50 long-term volunteers.



CNSST provides wraparound services to local communities by its 7 teams:

- Social work & counselling team, annually serving over 249 individuals and families and running community parenting programmes for over 500 local young parents;
- Employment & enterprise team, annually serving over 717 job seekers with over 427 successful job placements;
- Education & settlement team, annually serving over 500 new comers with settlement support and running some cultural events with over 10,000 public involved annually.
- Korean community services team, annually serving over 200 Korean families;
- CNSST Cultural Learning Centre, running cultural & holiday programmes for local youths with weekly educating over 1500 young students.
- CNSST Education Institute (NZQA Approved MoE No. 7158), provides tertiary education to international and domestic adult students with NZQA accredited English, computer, Chinese, English for Migrants, IELTS and Social work courses, MYOB training programme as well. International students are well supported by CNSST wrap-around social services.
- Social housing team, CNSST is building affordable social housing for Asian seniors in the Panmure business centre with the support from government. Wrap-around services to support the wellbeing of the all the residents will be provided with culturally and linguistically appropriateness.

As a professional service provider, CNSST has been approved and certified as below:

- In 2002: Approved by CYFNZ as a service provider to the local migrant communities;
- In 2010: Approved by New Zealand Institute of Chartered Accounts as an ATE;
- In May 2013: Approved by NZQA as a PTE.
- In July 2013: Approved by MBIE as a social housing provider.

Year 2016 is CNSST's 18<sup>th</sup> anniversary. In the Long term, CNSST aims to be developed as an Asian community hub to provide services to the local Asian minority communities in a holistic approach, as well as to develop it to be a successful social enterprise.



### Founder & Executive Director of CNSST:

#### Jenny (Lingjuan) WANG, QSM, MEd, BSc & DipSW

Came to NZ with her family from in November 1994. Her career in China includes a number of years as a high school teacher, university lecturer and government officer.

Jenny founded the Chinese New Settlers Services Trust (CNSST) in 1998 in her home garage and has been its Executive Director for 18 years. In this period, the organization has grown from zero to a medium sized NGO/ social enterprise. CNSST provides social services, education and social housing to local Asian communities including Chinese, Korean & Japanese etc, as well as generic population.

Jenny also actively engaged with diverse sectors as a representative for the Ethnic community, eg. a member of Commissioner's Ethnic Focus Forum for NZ Police Commissioner, a member of the Asian Advisory Board for NZ Police Akl district.

Jenny received the Queen's Service Medal (QSM) in 2008 and the Kiwi Bank local hero awards 2016 for recognizing the great contribution made to local migrant community in NZ.

**Keynote Speaker: Sharon Zöllner**

**Title: Senior Economist, ANZ Bank**

Website: [www.anz.co.nz](http://www.anz.co.nz)



**About Sharon:**

Sharon joined the ANZ economics team in October 2010. She started her career in the Reserve Bank of New Zealand in 1998. She also worked at the central bank of Norway for two years, before moving to the NZ private sector. Sharon holds a Master of Commerce from the University of Canterbury, and works part-time around her two young sons.

**About ANZ New Zealand:**

In one way or another, ANZ New Zealand touches the lives of almost every New Zealander. Through some of New Zealand's best known financial brands, including ANZ, OnePath, ANZ Investments, UDC Finance, Bonus Bonds and ANZ Securities, we enjoy remarkable scale, diversity, resources and influence. We also have global reach as a member of the ANZ group of companies.

ANZ is currently one of New Zealand's largest companies based on profit and assets. With that scale comes responsibility, and we take that responsibility seriously. From individuals and families, to the farms and small businesses that are the lifeblood of our economy, to our largest institutions and corporations, we play a key part in helping New Zealanders achieve their financial aspirations.

Our breadth and diversity is reflected in our people. We employ around 9,000 people throughout New Zealand. They come from a wide range of backgrounds, skills and specialisations and we value the richness that diversity brings to our business.

We offer unparalleled career opportunities within our different brands or as part of our central services, which includes IT, Risk Management and Marketing Strategy.

We take our commitment to corporate responsibility very seriously. We believe applying sustainable business practices will help us deliver better outcomes for our customers, our staff, the environment and the communities in which we live and work. Through initiatives such as our volunteering programme and our Staff Foundation, we take pride in making a major contribution to the communities we serve.



# THE NEW ZEALAND ECONOMY



## THE NEW ZEALAND ECONOMY

August 2016

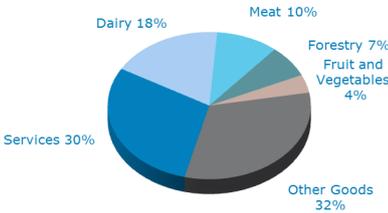
Sharon Zollner, Senior Economist

Public

### NEW ZEALAND GDP AND EXPORTS

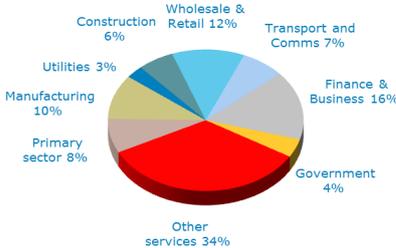
Primary products are a relatively small part of GDP but a large proportion of exports.

Composition of NZ exports



Sources: Statistics NZ, ANZ

GDP composition



Source: Statistics NZ

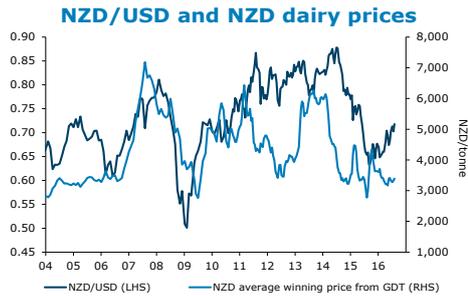
## NEW ZEALAND TRADE

New Zealand's goods terms of trade peaked in June 2014

Australia and China are NZ's largest merchandise export markets

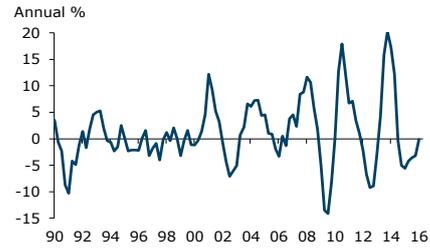
Exports to the US are 12% of total merchandise exports

Around 60% of merchandise exports are to Asian region, including Australia

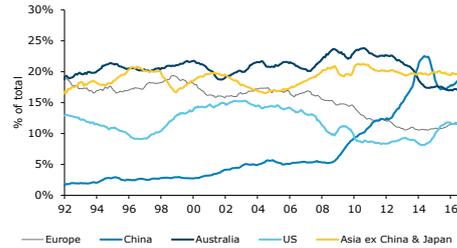


Source: GlobalDairyTrade, ANZ

## NZ terms of trade



## Merchandise exports by country



Sources: Statistics NZ, ANZ

## NEW ZEALAND FINANCIAL MARKETES

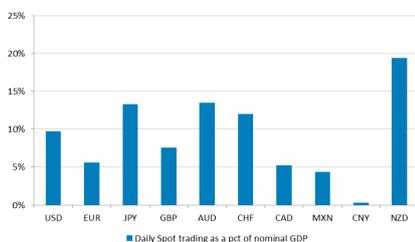
The NZD is heavily traded, far in excess of trade requirements

It has been in a range 0.38-0.84 against the USD in the past 20 years

NZ interest rates have been historically high due to a paucity of national savings and a significant risk premium

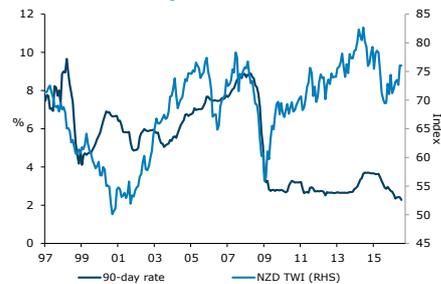
However, global monetary policy and low inflation have now driven rates to historic lows

## Daily spot trading as % of GDP



Source: RBNZ

## 90-day rate vs TWI



Source: ANZ, Bloomberg

## NEW ZEALAND GOVERNMENT AND HOUSEHOLD DEBT

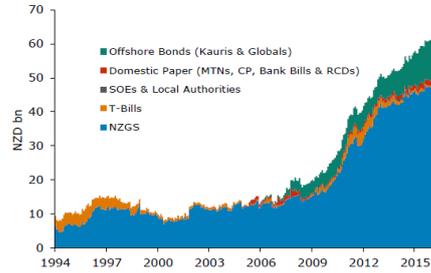
Net government debt is projected to peak under 26% of GDP in 2016/17

Gross public debt to GDP is low relative to most countries

NZ's sovereign credit rating outlook remains 'stable' from S&P, Moody's and Fitch

However, household debt to income is now above 2009 levels and rising, due to a housing boom. The RBNZ is concerned that household sector is vulnerable to increased interest rates or an economic downturn

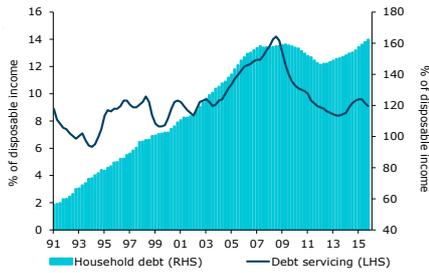
### NZD debt securities held offshore



Source: ANZ, G10 central banks, Bloomberg

Given low interest rates elsewhere, NZ government debt is increasingly popular offshore, which is supporting the NZD

### NZ household debt (as % income)



Source: RBNZ

### NZ Sovereign Credit ratings (Domestic/Foreign Currency/Outlook)

<b>Standard and Poor's</b>	AA+/AA/Stable
<b>Moody's Investor Services</b>	Aaa/Aaa/Stable
<b>Fitch Ratings</b>	AA+/AA/Stable

## CURRENT ECONOMIC PERFORMANCE

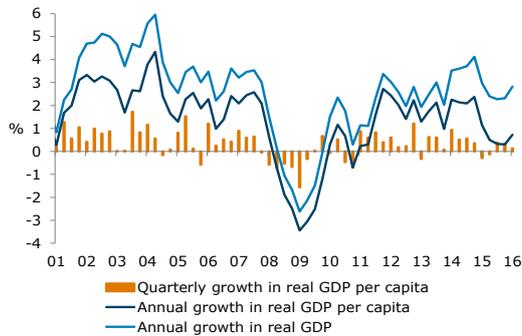
The economy is broadly performing well.

**STRONG:** Housing, construction, tourism

**WEAK:** Dairy and related businesses

**DOING OKAY:** Non-dairy agriculture, retail

### TOTAL VS. PER CAPITA REAL GDP GROWTH

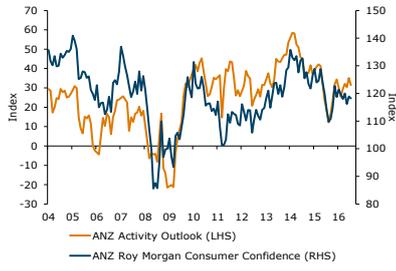


Source: ANZ, Statistics NZ

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## HAPPY DAYS ARE HERE AGAIN... TO A POINT

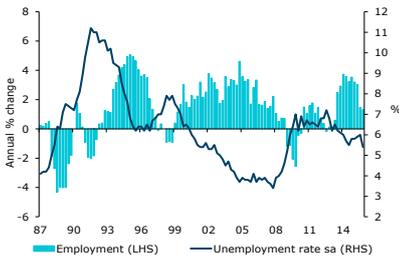
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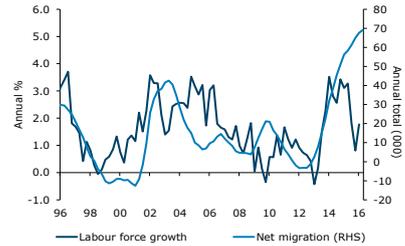
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**SOLID EMPLOYMENT GROWTH**

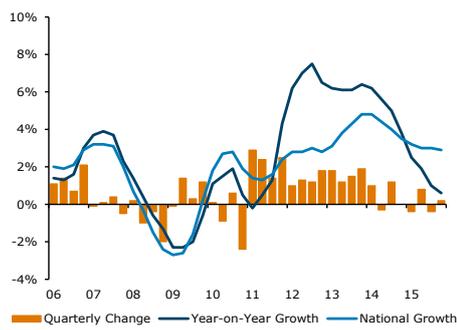


**VERY STRONG NET MIGRATION**

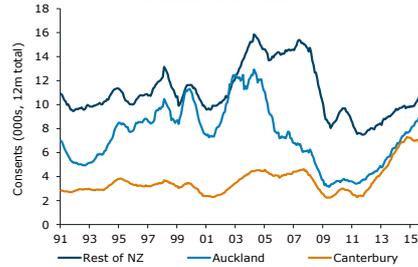


## THE CHRISTCHURCH EARTHQUAKE REBUILD HAS PEAKED, BUT BUILDING ELSEWHERE IS BOOMING, AS IS TOURISM

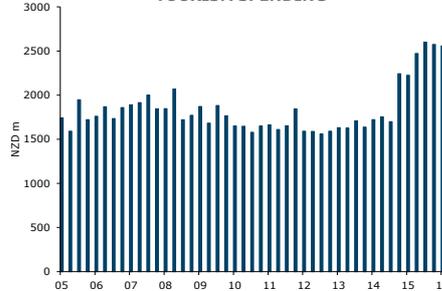
**CANTERBURY ECONOMIC ACTIVITY**



**BUILDING CONSENTS**

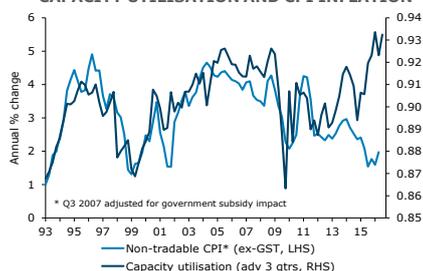


**TOURISM SPENDING**

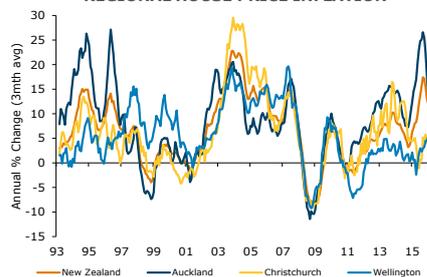


## MONETARY POLICY – CUTTING, BUT WE’RE SCEPTICAL

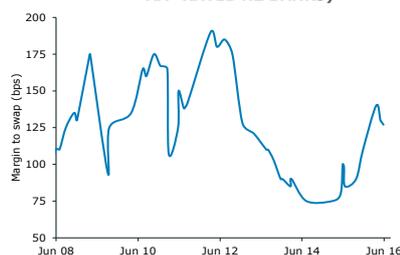
CAPACITY UTILISATION AND CPI INFLATION



REGIONAL HOUSE PRICE INFLATION



NZ 5 YEAR BANK MARGINS (SPREAD TO SWAP ON "AA" RATED NZ BANKS)



Source: ANZ, QSBO, Statistics NZ

## ALL UP...

- The NZ economy is putting in a solid performance, led by non-dairy agriculture, construction, services and tourism.
- Housing markets around the country have taken off. This has the potential to end badly. LVR restrictions will provide some respite but low interest rates and strong migration are working their magic.
- More OCR cuts likely, but we're uneasy about the prospect.
- Global financial and political risks are elevated and New Zealand's new-found status as a safe haven may not survive global turmoil, should that eventuate.

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## Keynote Speaker: Craig Garner

Representing: Employers' & Manufacturers' Association (EMA)

Title: Trainers & Portfolio Managers (Health & Safety courses and events)

Email: [craig.garner@ema.co.nz](mailto:craig.garner@ema.co.nz)



### Craig Garner Short Bio:

Craig is Portfolio Manager for EMA Learning's Health and Safety courses and events. Craig is also EMA's representative Business Assessor for NZTE's Business Capability Development Programme and Voucher Scheme.



### About EMA:

The EMA strives to champion New Zealand business and help members succeed.

The EMA provides its members with employment relations advice from industry specialists, a business school with over 100 courses and a wide variety of conferences and events to help businesses grow. In addition the EMA advocates on behalf of its members to bring change in contentious areas such as RMA reform, Employment Law, and infrastructure development.

EMA is a founding member of BusinessNZ, New Zealand's largest business advocacy body, committed to championing a production, export-oriented, competitive business environment in which enterprise can thrive.

Membership is drawn from four regional business organizations: EMA | Employers' & Manufacturers' Association (Northern), Business Central, CECC | Canterbury Employers' Chamber of Commerce, OSEA | Otago Southland Employers' Association - which offer services and support to over 14,500 members companies.

#### Welcome to EMA

Enterprises of all types and sizes join the Employers and Manufacturers Association, for opportunities to learn and grow, make valuable business connections and change the world.

[Find out More](#) ▶ [Success Stories](#) ▶



#### Join Us.

Together we're building businesses, communities and opportunities for all New Zealand

[Join Online Now](#)

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# The Health and Safety at Work Act (2015)



## The Health and Safety at Work Act (2015)

### Due Diligence



HEALTH & SAFETY AT WORK ACT

place Be Super




## What we will discuss today

- Essential health and safety concepts and their meanings in relation to due diligence.
- The key health and safety duties of the Health and Safety at Work Act.
- The core elements of a health and safety system.
- How leadership can improve safety culture and performance.
- Developing a plan to meet your due diligence duties.

place Be Super



## What's going wrong

- **75** deaths per year
- **200,000** injury claims
- **600-900** work-related disease
- **17,000-20,000** new cases p.a.
- **2,500-5,500** severe disease cases
- **\$3.5 billion** cost to NZ each year



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## Good Governance



The governance of an organisation is a framework of interlocking values, principles and practices. Through this framework boards of directors exercise governing authority and make decisions in order to achieve the organisation's purpose and goals. They also ensure that the organisation operates with high standards of ethical behaviour, abiding by all laws and regulations.

Source: Good Governance Practices Guideline for Managing Health and Safety Risks (MBIE)

Stand out in your workplace Be Super



## Background to Due Diligence Duties

**Due diligence is:**

- A proactive duty.
- Part of being in a leadership role.
- A criminal procedure if you fail to act.



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## What is a PCBU



```

    graph TD
      Sole_trader[Sole trader] --> PCBU((PCBU))
      Partnership[Partnership] --> PCBU
      Incorporated_Society[Incorporated Society] --> PCBU
      Body_corporate[Body corporate] --> PCBU
      Not_for_profit[Not for profit organisation] --> PCBU
  
```

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## Who is a Worker



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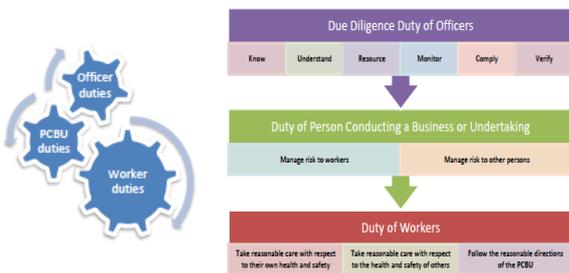
## Who is an Officer



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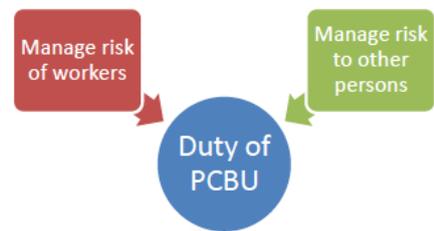
## How These Duties Relate?



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## PCBU Primary Duty of Care



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## PCBU Overlapping Duties



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## Workers Duty of Care



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## Officers Due Diligence Duties



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## Officer Duty: Knowledge

**Know about work health and safety matters and keep up-to-date.**

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## Officer Duty: Understand

**Gain an understanding of the operations of the organisation and the hazards and risks generally associated with those operations.**

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## Officer Duty: Resource

**Ensure the PCBU has appropriate resources and processes to eliminate or minimise those risks.**

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## Officer Duty: Monitor

**Ensure the PCBU has appropriate processes for receiving information about incidents, hazards and risks, and for responding to that information.**

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## Officer Duty: Comply

**Ensure there are processes for complying with any duty, and that these are implemented.**

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## Officer Duty: Verify

**Verify that these resources and processes are in place and being used.**

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## Consequences

Category of offending	Officer	PCBU	Worker/ Other	Body Corporate
<b>Reckless conduct:</b> Applies to a person who has a health and safety duty and, without reasonable excuse, engages in conduct that exposes an individual to a risk of death or serious injury or illness, and is reckless as to the risk.	\$600,000 5 years	\$600,000 5 years	\$300,000 5 years	\$3,000,000
<b>Failure exposing to serious risk:</b> Applies to a person who fails to comply with their health and safety duty, and the failure exposes an individual to a risk of death or serious injury or illness.	\$300,000	\$300,000	\$150,000	\$1,500,000
<b>Failure:</b> Applies to a person who fails to comply with their health and safety duty.	\$100,000	\$100,000	\$50,000	\$500,000

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## Offences and Penalties



- Issue guidance, warnings and make information available.
- Enter workplaces for the purpose of informing and securing compliance and gathering information, supplemented by powers to obtain search warrants.
- Issue improvement notices, prohibition notices, non-disturbance notices, and to take remedial action and seek injunctions where they are not complied with.
- Accept enforceable undertakings from duty holders given in connection with a contravention or alleged contravention.
- Issue infringement notices without prior warning.
- Bring prosecutions

## Principles of a H&S Management System

### In this module you will learn:

- The core elements of a health and safety system.
- Describe, identify and assess risks and hazards.
- How risk and hazards are managed.
- The need to measure risk and safety performance.
- How leadership can improve safety culture and performance.



## Management Leadership



*As a leader, your words and actions shape how things are done.*

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## Safety Culture

*If you show your workforce you are serious about health and safety they will take health and safety more seriously.*

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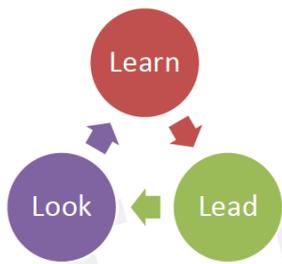
## Worker Engagement



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## Sample Due Diligence Delivery Model



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## Sample Due Diligence Delivery Model

### LEARN

Learn about your safety duties and obligations, how safety is managed, and how it relates to the operational risks of the business or undertaking.

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## Sample Due Diligence Delivery Model

### LEAD

Lead by showing your visible commitment to safety, making sure the business or undertaking is appropriately resourced, holding people to account when necessary and verify the effectiveness of your health and safety management system.

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## Sample Due Diligence Delivery Model

### LOOK

Look by seeing workplace conditions and hazards processes, knowing what the safety reports mean and seeking independent verification of your health and safety performance.

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## Where to Start?

### As an Officer ask yourself:

- Do I receive sufficient information on health and safety matters?
- Do I fully understand the operational hazards and risks?
- What approach do we take to risk management?
- What reporting systems do we have in place?
- How do we respond to incidents, hazards and risks?

## Where to Start?

### As an Officer ask yourself:

- Am I confident in our expertise in safety for our operations?
- What direct engagement with our operations do I have?
- What approach do we have to compliance?
- What independent verification procedures do we have in place?

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# Thank You

- If you have any questions or would like more information on further training please contact :



**Craig Garner**  
EMA Health & Safety Training Portfolio Manager

**Phone:** 09 3670907

**Email:** [craig.garner@ema.co.nz](mailto:craig.garner@ema.co.nz)

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# WHAU LOCAL BOARD AREA



## About the Whau area

The Whau Local Board comprises the suburbs of New Lynn, Green Bay and Kelston, Rosebank, Avondale, New Windsor and Blockhouse Bay. The name Whau is from the estuarine arm of the Waitemata Harbour, which extends into the area.

The southern area is primarily residential with many local schools, and there are significant industrial areas in Kelston and along the Rosebank Peninsula. New Lynn is the primary retail shopping area, with [Avondale](#) providing a secondary site nearby.

The continuing extensive regeneration of the [New Lynn town centre](#) includes a major upgrade of rail facilities and transport improvements. The regeneration is a project dating back to 1992, with considerable community engagement. The current work is therefore the culmination of over 18 years of planning and engagement.

Local initiatives include business area improvements such as the [Rosebank Business Precinct Plan](#), open space initiatives and local community group support.

Transport has always been a major issue in the area. It is one of the narrowest parts of the isthmus and both Maori and Pakeha had portage routes between the harbours, and therefore between the Tasman Sea and the Pacific Ocean.

The Whau local board is ethnically diverse, with populations in the area including European (44 per cent), Asian (32 per cent), Pacific peoples (18 per cent) and Maori (9 per cent).

## Keynote Speaker Name: Ami Chand

Title: Board Member of Whau Local Board

Website: [www.aucklandcouncil.govt.nz](http://www.aucklandcouncil.govt.nz)





Leading the successful transformation of Auckland's economy

Auckland  
Tourism, Events and  
Economic Development  
An Auckland Council Organisation

### About ATEED:

ATEED is the economic growth agency for the Auckland region and is one of six Auckland Council-controlled organisations (CCOs). ATEED is tasked with driving innovation and transforming the local economy, so that Auckland is a desirable place to visit, live, work, play, invest and do business.

ATEED's strategic priorities are growing the visitor economy, enabling education and talent, building a culture of innovation and entrepreneurship, attracting business and investment, growing a skilled workforce, and building Auckland's brand and identity.

### Keynote Speaker: John Carr

Title: Business Advisors

Email: [John.Carr@aucklandnz.com](mailto:John.Carr@aucklandnz.com)

Website: [www.aucklandnz.com/ateed](http://www.aucklandnz.com/ateed)

### John Carr Short Bio:

After leaving school and studying for a diploma in fine art John moved into the Advertising Industry combining graphic art skills with a talent for music to art direct write and produce radio and television commercials as well as designing for print media.



As his career progressed he became more involved with the strategic planning marketing and branding aspects of business, successfully combining his creative thinking and understanding of marketing principles to result in solutions that others might not have thought of. He also was responsible for producing large scale product launches and promotions involving audio visual and video presentations, and client documentary films.

John established several successful businesses throughout his career and was founder, co-owner of Photographik Illustrations Ltd. Sitting Ducks Restaurant, and Creative Director of Blue Skys Advertising, In the late 80's Blue Skys was sold to Ogilvy and Mather and John was executive Creative Director there for a short time before moving into his own communications consultancy business.

John became a co-director of the Sygma Group a corporate identity and brand design consultancy working for many of the larger corporates from banks to retail chains and building construction firms creating their visual identity to match their desired image. .

John has also has a wealth of experience in the retail strategy and promotion being headhunted to join an Auckland based retail advertising agency in the 90's as Creative Director and television producer, working on brands such as Pascoes, Stewart Dawsons, Hallenstiens, Glassons, Stevens, Bic, and Prouds in Australia.

Moving to the Franklin District some 20 years ago and seeking more local employment he became involved in the Economic Development field as Investment and Development Manager for the newly established Enterprise Franklin a position he held for 10 years. During this time he was involved with several major projects including branding and promoting the Franklin District, Waiuku Village tourism, establishing a MIT Motorsport campus in Pukekohe.

# Ateed Business Assistance



Auckland Tourism, Events and Economic Development

2

## What ATEED offers local businesses

- Specialist business advisors and growth specialists to meet with businesses and work with the owners or key managers to identify needs and opportunities to grow their business.
- Business Clinics
- The Regional Business Partner Network
- NZTE Capability Development vouchers
- Starting off Right
- Business Mentors NZ
- Research and Development grants



Auckland Tourism, Events and Economic Development

3

## Business clinics

Whether you need some ideas to grow your business, have come up against a road block or need advice on your biggest challenge you will find value in these 45 minute one on one specialist advice sessions.

ATEED's business advisors run these free business clinics regularly in conjunction with Local Boards and Business Associations across the Auckland City region.

To find out when and where the clinics are being held

Visit [aucklandnz.com/business/clinics](http://aucklandnz.com/business/clinics)



## The Regional Business Partner Network

ATEED is the Auckland Regional Business Partner. Regional Business Partners are a nationwide network of New Zealand trade and Enterprise agencies that help businesses access information, funding, training and development services.

Your business may be eligible for an NZTE capability development voucher which can be used as part payment towards the cost of capability development and training with an accredited provider.



[aucklandnz.com/ateed](http://aucklandnz.com/ateed)

## NZTE Capability Development Vouchers

To be eligible for a voucher a business must be:

- Operating with 50 or less FTE's
- Be GST registered
- Operating in a commercial environment
- Be privately owned
- Have undergone an assessment by a Regional Business Partner Growth Specialist (ATEED)
- Vouchers are for a maximum of \$5000 PA the business must pay the remainder of the cost



[aucklandnz.com/ateed](http://aucklandnz.com/ateed)

## Starting off Right

This programme is for people contemplating starting their own business and want to get it right. Many new business struggle or fail due to a variety of causes that could have been avoided if they had known what to do.

Starting off Right is a 4 hour workshop that provides an understanding of the New Zealand marketplace and business environment

Topics covered include: Research, business planning, Marketing, cash flow and finance, Tax topics, relevance of the internet and how social media is influencing business.

As well as providing plenty of advice and information the workshops also provide an opportunity to network with others who are in a similar position

Find out more [aucklandnz.com/business](http://aucklandnz.com/business)



[aucklandnz.com/ateed](http://aucklandnz.com/ateed)

## Business Mentors NZ

This programme provides for 12 months of confidential one on one advice for owners of small and medium size businesses that are currently trading and who want to grow or need help to solve a specific challenge. There is a registration fee of \$225, the advice is free.

Mentors are experienced successful New Zealand based business people who come from a wide range of industry backgrounds and understand the New Zealand business landscape

To find out more go to [businessmentors.org.nz](https://businessmentors.org.nz)



## Research and Development Grants

ATEED works in conjunction with Callaghan Innovation to provide companies with funding for external research and development. Grant applications are handled by specialist advisors within ATEED.

R&D project funding can help to develop new technology, products and get to market faster. Business can be assisted regardless of size. Services include matched funding for developing new products, employing undergraduate and masters students as interns, engaging expertise to build business R&D capability

Access can also be provided to the **Global Expert Service** which connects businesses with the right National and International experts too help with specific challenges from concept to commercialization

[Aucklandnz.com/business](https://aucklandnz.com/business)



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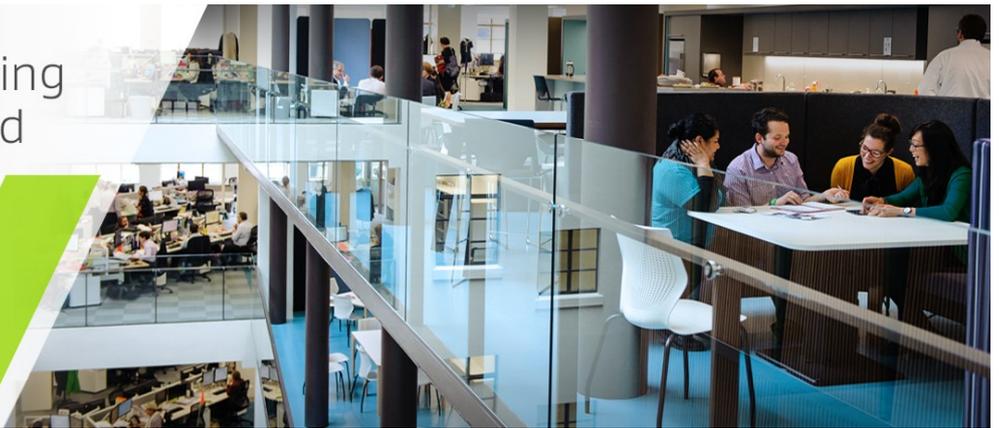


[aucklandnz.com/ateed](https://aucklandnz.com/ateed)

# Open Floor Panel Discussion

## The Ministry of Business, Innovation and Employment (MBIE)

**MBIE** Growing  
New Zealand  
for all



### About MBIE:

The Ministry of Business, Innovation and Employment (MBIE) was formed in July 2012 by bringing together the Ministry of Economic Development, Ministry of Science and Innovation, Department of Labour and Department of Building and Housing. MBIE plays a central role in shaping and delivering a strong New Zealand economy.

We develop and deliver policy, services, advice and regulation to support business growth and the prosperity and wellbeing of all New Zealanders.

It is the government's lead business-facing agency. Our purpose is to grow the New Zealand economy to provide a better standard of living for all New Zealanders.

We do this by working with others to help businesses to be more competitive, improving job opportunities for all and by ensuring good quality housing is more affordable.

### Panel Speaker: David Milne

Labour Inspectorate's Northern Regional Manager, MBIE

[David.Milne@mbie.govt.nz](mailto:David.Milne@mbie.govt.nz)

#### David Milne Short Bio:

David Milne is the Labour Inspectorate's Northern Regional Manager, which is part of the Ministry of Innovation and Employment. He joined the former Department of Labour as a Labour Inspector in 2000, which was merged into the Ministry in 2002. David oversees the Auckland Central operation which includes investigation activities of a team of eleven Inspectors and has responsibility for a national Hospitality sector strategy, that is focussed on raising awareness of employment standards through education and strategic enforcement.





Te Kaporeihana Āwhina Hunga Whara

### About ACC:

Our job is to support you if you've been injured, by helping you get back to work and everyday life as quickly as possible. We also work with businesses and the community, to try to stop injuries from happening in the first place. Anyone in New Zealand can apply for help from us, even if you're just visiting here from overseas. Because of the support available through ACC, you can't sue for personal injury in New Zealand, except for exemplary damages.

### Panel Member: Juliet Huang



**Juliet Huang, Injury Prevention and Management Consultant (Northern)**  
Business Customer Service Delivery  
Operations Group, ACC

Tel (09) 250 6679 / Mobile 027 671 2353 / Fax (09) 250 6693  
ACC / Delivery and Distribution / 70 Plunket Avenue, Manukau  
PO Box 76084 / Manukau 2104 / New Zealand / [www.acc.co.nz](http://www.acc.co.nz)



### Juliet Huang Short Bio:

I have been working with ACC for 11+ Years. First 6 years working as an Injury Prevention Consultant, Community, then 5 years as an Injury Prevention and Management Consultant, Workplace. Before I came to New Zealand, I used to work as a teacher of English at a University in Wuhan, then worked in as a SHEP (Safety Health and Environmental Protection) Specialist in British Petroleum China Inc. in Shenzhen.

### About IRD:



**Inland Revenue**  
Te Tari Taake

Inland Revenue plays a critical role in improving the economic and social wellbeing of New Zealanders. We collect over 80% of the Crown's revenue. We also collect and distribute social support payments and provide the Government with policy advice.

The next five years are among the most important in Inland Revenue's history as we modernise the entire tax system to fit seamlessly into people's lives. This is Inland Revenue's customer-centred change and support Better Public Services aims of putting customers at the centre of government services.

### Panel Member: Diana Fan

Diana Fan | Community Compliance | Inland Revenue  
A. PO Box 76198, 5 Osterley Way, Manukau City 2241, Auckland, New Zealand  
T. 09 984 2087 | M. 029 984 2087 | ext. 36087 | F. 09 984 3093  
E. [Diana.Fan@ird.govt.nz](mailto:Diana.Fan@ird.govt.nz)

### Diana Fan Short Bio:

Diana has been a Community Compliance Officer with Inland Revenue since 2014. As a fluent speaker of both English and Mandarin, she provides education to the individual and group audiences in both languages via seminar, workshop and one on one advisory to ensure good tax compliance.





## About Rosebank Business Association:

In 2002, a number of business in Rosebank Road decided there was a need for better security in the area. A clear feeling emerged that if there was a collective effort the area would be safer for both people and property. Thus, out of collegial activity, the Rosebank Business Association was mooted. At the first meeting, which had an excellent response, a decision was

made to form an executive representing a broad base across many of the industries in the area. Regular "Hosting" meetings began in October 2002, the first courtesy of Mark Darrah of Reliance Transport.

The RBA became a Business Improvement District (BID) in July 2005. Local businesses chose, by a public voting system whether to collectively establish a BID. Following support for this approach, the Auckland council collects an annual targeted levy and works with the businesses to implement improvements and enhancement of the local business environment. For every one dollar of targeted rate payer money RBA provides another forty-two cents in the dollar, to enable RBA to undertake its economic Development projects for West Auckland Businesses. The RBA is considered by Council to be one of the more successful commercial/industrial BIDs in Auckland. Today the RBA represents more than 520 businesses and 8,000 FTE within Rosebank Peninsula and is closely associated with the expansion of the CPBA (Central Park Business Association).

### Panel member: Mike Gibson

Representing: Rosebank Business Association

Title: Chief Executive Officer

Email: [gibo@rosebankbusiness.co.nz](mailto:gibo@rosebankbusiness.co.nz)

Website: [www.rosebankbusiness.co.nz](http://www.rosebankbusiness.co.nz)

### CEO – Mike Gibson

For over 10yrs, Mike Gibson has played a pivotal role in making the RBA what it is today. Throughout his tenure, Mike has planned and developed many successful initiatives designed to enhance and support the servicing of over 500 companies employing 8000+ FTE's.

With a background in general management and marketing, as CEO, Mike continually strives to keep the issues of the RBA at the fore with Auckland Council – such, the association is regarded by Council to be the "model BID for commercial and industrial business precincts.

Mike is a committed family man, golfer and sport follower having played representative Rugby, Rugby league and golf. Today his passion is Thoroughbred Racing initiated by being part of the successful 2010 New Zealand Cup Showcause Winning Syndicate and has spread this interest into the breeding site of NZTR.

Today by being part of the RBA Mike's passion is to create a strong networking environment in which members can thrive and create strong community support networks. Hence the RBA's positioning statement of being "STRONGER TOGETHER".







### A. Social Services:

- **Social Work & Counseling:** Case management (family violence, social support) and community programmes such as for children who witness family violence, free legal advice services, senior mutual support networks & parenting programmes delivered by professional social workers, counsellors & clinical psychologists.
- **Employment & Enterprise:** Bilingual services providing information, advice, coaching, job & work experience placements & support & information for entrepreneurs/employers.
- **Education & Settlement:** *An Ju Le Ye, Yi Lu Ping An* community safety programmes.
- **Asian Community Services:** Asian social services for Korean, Japanese, Vietnamese & others.

### B. Social Housing:

In partnership with government, CNSST is building affordable social housing for Asian seniors in the Panmure business centre. CNSST social services team will provide culturally and linguistically appropriate wrap-around services to support the wellbeing of all its elderly residents.



### C. Education:

- **CNSST Education Institute (NZQA Approved PTE Registration No. 7158):** CNSSTEI provides tertiary education to international and domestic students. We provide NZQA accredited English, Computer, Chinese, English For Migrants and Social Work courses. International students are well supported by CNSST wrap-around social services.
- **CNSST MYOB Training Centre (MYOB Approved Partner / NZICA Approved ATO):** Accounting & Taxation; MYOB courses including Beginner's Guide, Payroll Management, Day to Day Processes, End of year reconciliation, Advanced Processing, Business Report & Analysis, Inventory Management.
- **CNSST Cultural Learning Centre (7 Branches throughout Auckland):** Cultural learning programmes for children & young adults including Chinese, Art, Maths, Dancing, Keyboard, Chess, English Grammar, Traditional cultural festival celebrations, Senior Craft Centres & School Holiday Programmes.

## A BRIGHTER FUTURE FOR YOU

### Contact Us:

**Address:** 20 Clifton Court, Panmure, Auckland, New Zealand

**Telephone:** 09 570 1188

**Fax:** 09 570 1886

**Email :** [info@cnsst.org.nz](mailto:info@cnsst.org.nz)

**Asian Service Line:** 0064 9 570 9099

**Charities Reg No.:** CC24999

**Website:** [www.cnsst.org.nz](http://www.cnsst.org.nz)