Congratulations

2017 BUSINESS OF THE YEAR

Category Winners

Natalie Hanna Akari
Matthew Ellis
Tracey Lentell
MBE Parramatta
One Hotels and Apartments - Parramatta Mission
MadeComfy
Excel Logistics
Loxley on Bellbird Hill
Featherdale Wildlife Park
Southern Cross Group
Masters In Building Training
Azrim Pty Ltd
Marketing Heads Australia Pty Ltd
Moorebank Sports Club
Cassin and Sons (Aust) Pty Ltd
Gatehouse Tea Rooms
The Lido Group

SEE INSIDE FOR FULL AWARDS COVERAGE AND PROFILES

Charles Batt and MBE Parramatta congratulate all WSABE finalists!
MOVING HOME OR OFFICE?

USE SYDNEY’S MOST TRUSTED REMOVALIST.
VOTED NO. 1 FOR DEPENDABILITY & AFFORDABILITY!

AAA City Removalist is renowned as Sydney’s most trustworthy company when it comes to moving homes or offices. So aside from the advantages you get in terms of us understanding your needs, you’re also going to benefit from getting THE BEST PRICE!

We can organise free box hire and offer full or part packing/unpacking services. In other words, we’re your ONE-STOP-SHOP when it comes to “removalist services”!

So if you’re moving soon, contact us to discuss how we can help!

FREE BOXES
It’s our way of giving you that “extra” customer service that makes all the difference.

SECURE PACKING
Our packing material exceeds industry standards and is available in various sizes.

DISCONNECTION & RECONNECTION
We can organise your changeover & provide you with our expertise in disconnecting & reconnecting your utilities.

INTERSTATE REMOVALS
We are one of the largest Removal Companies servicing Interstate (Melbourne, Brisbane and Canberra/ACT).

In other words, we’re your ONE-STOP-SHOP when it comes to “removalist services”!

So if you’re moving soon, contact us to discuss how we can help!

AAA City Removalist

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www.facebook.com/AAACityRemovalist/
Business in Western Sydney leads the way

David Hill is President of the Parramatta Chamber of Commerce.

2017 winner enforces a NO-BS zone

Phyllis McGraw

THE straight-shooting, no-BS Lido Group is this year’s WSABE Business of the Year.

“Fantastic” was how CEO Steve Mackenzie described being named a finalist is this year’s awards.

Little did he know that the business would take out the top gong at the prestigious annual business awards that have recognised Western Sydney’s best and brightest for 27 years.

“You always wonder what other businesses to take part in WSABE next year. ‘You’ll never know unless you give it a go’, he said. ‘It is also a fantastic opportunity to take an objective look at your own business when answering the specific questions for the submission. It’s a great opportunity for all business owners; providing them with exposure and an ability to demonstrate to customers, suppliers and staff that what they are doing is something to be recognised’.

Mr Mackenzie encouraged other businesses to take part in WSABE next year.

“We know we have great people in our business as we are often praised for excellent customer service, and to be able to come back to our staff and say that not only do we have great people but we have proven our excellence as a business is amazing; it was a real boost to staff morale.”

Mr Mackenzie described being named a finalist as this year’s WSABE Business of the Year.

THE LIDO MANTRA

• Don’t collect customers, create partnerships.
• You can be serious without a suit.
• Any process can be improved; Be provocative - poke the industry with a stick.
• Leave the BS at home.
• Be nice and always shoot straight.

CEO Steve Mackenzie.

The best description of our business is “The Lido Group provides end-to-end Hotel Program Management for business travel. It manages the accommodation negotiation, contracting, booking, data delivery and payment needs of large corporate and government clients, enabling them to realise savings not only from an accommodation expenditure perspective, but also through efficiencies in process, particularly reconciliation of expenditure.”

Steve further said that not only do their clients benefit from the accommodation experience, but also through efficiencies in process, particularly reconciliation of expenditure.

Lido provides all the data they need to have a holistic view of their accommodation program to ensure compliance and continued cost savings.

The Lido Group, which will celebrate its 30th anniversary on September 28, has been dubbed the ‘Uber of Hotels’.

It works directly with clients to reduce accommodation expenditure while improving travel policy compliance, booking processes and providing enormous payment and reconciliation efficiencies.

It charges 100 per cent of clients’ hotel charges, including incident sneak, back to a centralised account or corporate credit cards and provides all enhanced data relating to this expenditure.

We manage the relationship with accommodation providers; negotiating preferential rates and managing clients’ payment for bookings,” Mr Mackenzie said.

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We manage the relationship with accommodation providers; negotiating preferential rates and managing clients’ payment for bookings,” Mr Mackenzie said.

The traveller is not required to make payment or obtain invoices for hotel expenditure that leap out of the blocks as well as “Social Enterprise” award, recognising businesses working towards society’s future.

Winners go through to the NSW Business Awards for aligned categories.

Congratulations to the participants or organisations that help make this happen.

I want to especially mention the Commonwealth Bank as principal partner for their commitment to the WSABEs. We cannot make these awards happen without our sponsors and partners. We thank the Commonwealth Bank, City of Parramatta, AAA City removalists, Gooree, DOOLEYS, KPMG, Lido, RIZING, PACYE, Parramatta Leagues Club, TAFE NSW, Westfield Parramatta, ATB Partners, GPS Guardian Property Specialists, Lido Eats, SBS Radio and ACCESS News.

Thank you to all of the people involved with organising this event: the judges and committee who gave freely of their time, especially Board Directors Jennifer and Steve who guided the committee, Louise, Romina and Lois in our office; and Sonia and her team at Chandi Creations.

The businesses of Western Sydney!"
Winning against popular perceptions

Belinda Hill is an example of the extraordinary things that seemingly ordinary people achieve when they follow their passion

**PHYLLIS MCGRAW**

The Western Sydney Awards for Business Excellence showcase the best and brightest of the region’s business people. It also unearthed some amazing stories among the finalists.

Belinda Hill, the founder of Bisthill Built, is an example of the extraordinary things that seemingly ordinary people achieve when they follow their passion.

Mrs Hill is a woman in what is often perceived as a man’s world – the building industry.

The former naval communications sailor founded her business in 2007.

“I’m a property analyst, so I educate people on how to build their portfolios with property by knowing the elements of capital growth and cash flow she said.

“I source land that is going to give people capital growth and have a house built that will support their cash flow whilst maintaining growth in a short period of time.

“Research areas across Australia that are going to give them capital growth, that are far more exceeding than national average of growth.

“My client’s investment properties usually make a minimum of about $100,000 by the time they’re ready to be sold.

“They then pull out their $100,000 and they either put it into their next property or they put it into their bank account.

“arly in the business, he added another dimension,” she said.

“Because within the property investment side of my business, you need the advice of an accountant, so my husband’s accountancy background meant my clients could refer to him on the accountancy as well the builder’s side, while I was still researching all the areas for building.

“I branched the business into another wing, which was owner-occupier properties.

“I was building houses for my investment clients, then I started building houses for people who just wanted to build their own homes and live in them.

“Restructured the business into two different wings and now the business is moving in a different branch again.

“I am now about to launch a new side to the business marketed at owner/builders and smaller building companies where they can use our trade account to buy materials at cost price rather than retail price.”

It’s hardly surprising that Mrs Hill is a finalist in the Business Leader category of this year’s WSABE awards – the first time she has ever entered such an awards program.

She recommended other business people to consider entering next year’s awards program.

“It makes you look at your business and that’s a good process to go through, to any women who don’t think they belong in an industry, stand up and ROAR!” she said.

Belinda Hill, the founder of Bisthill Built.

WWW.BISTHILL.COM
Dedicated to high-quality service

MBE Parramatta is part of the international Mail Boxes Etc group with more than 1600 MBE Centres worldwide, making it the largest non-food franchise in the world. Each is owned by dedicated business people who understand the importance of providing reliable service.

Charles Batt, the owner of MBE Parramatta, is particularly dedicated to providing his customers with consistent, high-quality service and products. “Customers trust us because I’m actively involved in the business every day,” Mr Batt said. “They get good value for money because we have the advanced equipment, and can meet tight deadlines because of the highly trained team.”

Quality control is one of the hidden features of the business. The rigorous checking of each job is vital to customer satisfaction but is always completed before the job is seen. His business ethics and dedication to his clients and the wider business community are among the reasons he was named a finalist in this year’s WSABEs.

“It’s obviously very exciting,” he said of his nomination. “The WSABEs is a very big and prestigious awards program, so it’s exciting and humbling to reach a point where you become a finalist.”

Mr Batt has entered the WSABEs several times over the years and encouraged other business people to consider entering the awards next year.

“I see it as a valuable thing to do,” he said. “You learn quite a bit about your business in the process.”

Mr Batt has owned the Mail Boxes Etc Parramatta franchise for 11 years and has seen his business grow from one employee to a large enterprise.

“As the biggest printer in Parramatta it has allowed us to secure government and large corporate clients.”

“Here at MBE Parramatta we pride ourselves on giving five-star service in all areas which is why a lot of our customers are still with us from when we opened 11 years ago.

Mr Batt and his team offer a comprehensive range of printing solutions ideal for all businesses with the latest business cards, oversized print, flyers, books, promotional products, uniforms and much more.

Gloss Impact is one of their unique printing offerings. Gloss Impact gives your presentation, book, brochure, flyer or card real impact. Watch how people inspect and admire the images on your pages – it has much more impact than a normal print.

The Gloss Impact Press is the fastest digital printer in Parramatta and can print with metallic gold and silver, including variable text, and provide a clear gloss highlight or texture with the Gloss Impact Clear & Touch options.

Earlier this year MBE Parramatta launched a full range of promotional products and uniforms as part of its offering. “We see this as a great additional service for our corporate and government customers” Mr Batt said.

“The reason we are so successful in a competitive market is because we build strong relationships with our customers, we provide great service and most importantly we’re 100% trustworthy.”

MEB Parramatta owner, Charles Batt.

Specialists at creating smart phone apps

App Boxer is a young company that specialises in creating smart phone apps that are tailored to their customers’ needs. Being a young company, it is price aggressive, which allows it to offer its services at lower rates compared to their competitors.

All the company’s programmers and designers have more than five years’ experience in the industry, so clients know they are getting great services at lower rates.

App Boxer’s team prides itself on going above and beyond the ordinary when it comes to ensuring customer satisfaction. It doesn’t just develop apps, it develops businesses and increases their efficiency.

The team is highly motivated and passionate about every project they take on. The company is also 100 per cent transparent and tells customers everything they need to know before and during development takes place.

App Boxer’s staff sit down with clients to discuss the possibilities and risks involved with their project.

They communicate with them daily to make sure everyone is on the same page and all programmers and designers are located in Australia, unless discussed otherwise.

The company also offers a 12-month warranty on all their projects.

Add Gold or Silver to your print materials FREE!

Get digital prints with GOLD or SILVER ink and variable text with the only GlossImpact® Press in Parramatta and join the many Government Departments, Corporates and Local Business’ who rely on us to get the job done.
ID you know that Australia’s 25 million people make up only 0.003 per cent of the global population? In other words, for every possible customer you might sell to in Australia, there are 300 more out there in the global marketplace. Innovative and ambitious Australian companies are embracing the vast opportunities that globalisation presents.

For many of Western Sydney organisations, international expansion is imperative along with the need for a deeper understanding of international markets and export processes.

For Australian businesses, the growing number of Free Trade Agreements (FTAs) and burgeoning middle-class in new markets can present vast export potential. Conversely, international businesses are also aggressively hunting for overseas growth opportunities, and the competition from them is set to continue.

China and India are a great example of a growing middle class and an even bigger appetite for international exporters to get a piece of the pie.

So if you’re a SME in Western Sydney, why should you export?

- Diversifying your target markets is a great way to lower your domestic risk and balance your growth. Exported correctly, a non-performing market can be offset by another growing market. This will also help you minimise the effect of seasonal fluctuations in sales.
- It’s a great opportunity to increase your sales potential. Once you’ve expanded your local market share, going global allows you to reach the new pool of customers. Besides, orders from international markets are usually larger which can mean an increase in sales, but be careful as it may not necessarily mean an increase in profit. Indeed, innovative products may have greater chances of providing you with higher margins than in your domestic market. While your margin may be squeezed in highly competitive marketplaces.
- International markets are competitive and by participating in this market, you face competition which forces you to increase your efficiency and improve your product and technologies. Your business is exposed to international best business practices, most innovative techniques and best use of technologies which will give you insights on how to increase your chances of competing domestically and internationally.
- Products have a natural life cycle and whilst you may reach saturation or a plateau in sales in one market you may be able to unlock growth potential in an international market.

We hear too many stories of Australian businesses forced to shut down their international operations, often because they were not prepared for an international expansion.

Hence, before launching into an international trade, or if you are already exporting and want to strive for greater results, we recommend considering the following considerations:

Are you export ready?

It is important when looking at expanding overseas to assess your current business activities to identify your readiness to export.

Successful exporters usually have strong domestic operations, a healthy cash flow and products/services validated by the local market. They have a good understanding and clearly articulate their value proposition and competitive advantage.

Ensure that you have the resources needed to win export opportunities for your expansion (people, time, capital) and a strategy to deliver your product/service to overseas customers and provide them with support.

Your whole team must be fully supportive and committed to the export effort.

Having a well thought export strategy will ensure you are equipped with the level of knowledge required to successfully expand overseas.

Centre helps new Australians settle

The Community Migrant Resource Centre is specialist community organisation for the settlement of migrants and refugees across Western Sydney and the Northern Region.

It has developed significant expertise in delivering high impact services and programs with social value during more than 20 years in partnership with government, business and community.

As a medium sized organisation, the Community Migrant Resource Centre has more than 120 staff who speak more than 30 languages between them.

They build community capacity, service collaboration and partnerships across the region. The centre’s programs are targeted toward economic participation, cultural and regional development, and support more than 28,000 new Australians each year.

Its consistent innovation has resulted in substantial growth in the past five years.

The centre has increased both reach and impact while delivering the highest quality services that meet both the rigorous funding requirements of its partners and the emerging needs of resettling communities.

As a lead agency, the Community Migrant Resource Centre also continues to facilitate important high-level and cross-sector conversations with government, business community stakeholders to influence policy and stimulate ideas for impact investment and collaboration to affect real change for our communities.

The centre’s programs include:

- Settlement Services Program: A federally funded program that provides case-managed support to new migrants and refugees, towards social and economic participation, recovery and resilience.
- Early Intervention Program: Multicultural playgroups and parenting programs to support new parents to give their child the best start in life. Funded by the State Government Department of Family and Community Services.
- Multicultural Support Workers Program: Providing culturally competent support to FACS child protection workers to achieve better outcomes for migrant and refugee families.
- Youth Transitions Support Program: Delivers an holistic suite of programs to at-risk refugee youth towards educational and employment outcomes. This program is funded by the Department of Social Services.
- Small Biz Incubation Program: This program is funded by the NSW Department of Industry, and supports refugee entrepreneurs to develop their business ideas into commercially viable solutions.
- Beyond Diversity: Taking the lead for more inclusive communities with fee-for-service cultural competency training, consultancy and community engagement.

For every possible customer you might sell to in Australia, there are 300 more out there in the global marketplace.

FATOU NDIAYE

Freight firm EXCELS at customer service

In a world of equality and equal opportunity, it may surprise people to know that less than 32 per cent of employees in the freight, warehouse and transport industry are female.

That number drops to below two per cent of female owned businesses within this field.

Shannon King, director and owner of Excel Logistics is proud to be a trailblazer within the industry.

Shannon, who has more than 15 years’ experience in all facets of freight and logistics, said the key to her breakthrough achievements came down simply to hard work, dedication and continually proving that people should not be judged on gender specific actions, such as always meeting customers’ expectations and goals as well as going above and beyond to make this happen.

“I love the industry, the people and our amazing customers and sharing and achieving our client’s objectives, has nothing to do with gender,” she said.

“That is what I have always focussed on and it has enabled our business to grow, as our clients have grown, with the knowledge that my staff and I will do what it takes to always meet our customer’s needs.”

Shannon has backed up her commercial progression, actively recruiting a diverse workforce, to continue to provide exceptional service to the company’s ever-expanding, national client base.

“I am always on the lookout for staff that will fit in with Excel’s culture; which focuses on fairness, equality, passion to succeed for our customers and a thoroughly enjoyable working environment,” she said. “That’s what first drew me to the industry and our business and I want to impart this on my growing staff, so that they can achieve the professional and personal fulfilment I have been fortunate enough to experience at Excel Logistics.”

For more information on Excel or to receive a quote on your freight, customs or warehouse needs, contact Shannon on 0792 2802 or sales@excellogistics.com.au.


Make sure you review your international market opportunities and gather required data to allow prioritisation of your resources. You need a clear understanding of who are your ideal customers and ideal channel partners and develop plan to service them. Review your pricing strategy to ensure a reasonable level of margin and make sure you leverage Australian Government grants and other services available to support your international expansion.

Evidence shows that exporting boost firm’s performance, faster sales and employment growth and increase long term survival of the business. What else should you wish for?

Fatu Ndiaye leads the Trade & Investment practice for KPMG in NSW. She has more than 8 years’ experience in international sales and export development and has worked with dozens of businesses from a broad range of industries i.e. waste water, medical device, automotive, IT. Prior to this, Fatu spent four years in Singapore as a key account and international business development manager for a biopharmaceutical company managing a portfolio of key accounts across APAC, Middle East and Africa, provided match sales strategies and drove market share growth.

CMRC CEO Melissa Monteiro.

2017 WSABE Souvenir Edition OCTOBER 2017
What you need, when you need it

Information is essential for every size business and they need it anywhere, anytime and on any device to make critical business decisions.

Exigo Tech follows industry standard processes by implementing ITIL in its organisation. This allows it to collect, analyse and distribute business practices and methodologies, which helps improve its customer experience and service levels. To remain competitive in the market, more innovative technology is required to fulfill business needs. The team at Exigo Tech provides the following technology solutions to achieve that goal. Cloud, data network, ICT consulting, web and IT professional services, and managed services.

Exigo Tech has invested in the right people, processes and IT infrastructure to make technology an enabler for businesses. It is a Telstra recognised partner, which helps it expand its reach in the market place to provide quality value added services to corporates.

Exigo Tech helps clients to untangle the complexity of ICT Management and work with them as their ICT partners.

Pharmacy offers national delivery

Kingswood Compounding Pharmacy can help patients continue with their medications during times of drug shortage, rather than requiring them to change their medications completely. Currently the pharmacy is compounding products to help with the Australian shortages of Bacterioan Ointment and Cream (Mupirocin), Ovivin (oestrol) and Tefnail (imipramine). In situations where a pharmaceutical product has been discontinued, the pharmacy can also formulate replacements that are as close to the original product as possible. As examples, it has formulated replacements for: the popular antiperspirant powder, Prantal Powder; the topical antibiotic Eryacne gel (2% w/w erythromycin) for acne; and Caffergot (caffeine and ergotamine) tablets for migraines, as a capsule.

Kingswood Compounding Pharmacy specialises in high quality tailor-made medicines to suit individual patient needs. It can make: Bio-identical hormones, in various dose forms (capsules, troches, creams, gels, ointments etc); products deleted by their manufacturers; fertility medicine; liquid forms of medications usually available in solid form; pain medications; hair loss treatments; long-acting forms of commercially available medications; veterinary formulations; and lactose and gluten-free dosage forms.

Call the pharmacy on 4721 2753 or visit the store to discuss any old favourite formulation or commercially unavailable products. Kingswood Compounding Pharmacy offers Australia-wide delivery. www.kingswoodcompoundingpharmacy.com.au

Towns Conveyancing Services allows you the satisfaction of knowing that you get Professional, competent and efficient service without the CBD price tag by qualified Licenced Conveyancers. We provide comprehensive fixed* quotes, so you know exactly what our Conveyancing services will cost you.

The Conveyancing Specialists for you...

At Towns Conveyancing Services we are committed to you. We guide you through all the steps of the Conveyancing process ensuring your transaction is completed on time and hassle free. We pride ourselves on the ability to cover every aspect of your transaction and communicate with you at all times keeping you informed every step of the way.

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Keeping great grandfather’s dream alive

E H Brett & Sons is an Australian family-owned business that has been in continuous operation since 1880 when founder Edwin Brett opened a sail loft at Newcastle Harbour.

These days the EH Brett team employs the latest in CAD and fabric technology to offer a wide range of textile products and design services around Australia and overseas.

Their products include tension membranes, bags, covers and helium bunnies.

The company underwent a major change in 1998 when brothers Ross and Greg Penman, the great grandsons of the company founder, joined with Greg’s father-in-law to buy out the remaining family shareholders.

They relocated the business from Balmain to Silverwater ned set about pursuing a more select product and service portfolio. The rebirth was a success, as the company grew fourfold.

Another first for the company was the invitation of production manager Robert Bull to become the first non-family shareholder in 2015.

He took over as general manager and has devoted the past two years to developing a strategy that will take the company into the future.

Failing the business over a long period of time, Mr Penman said that apart from memories of the business as a boy, his first involvement with the company founded by his great grandfather coincided with the decision by the family shareholders to close its manufacturing operations in Balmain, leaving a remnant hire operation to relocate.

“It struck me that there was potential in the business my great grandfather started in Newcastle in 1880, so I headed up the management buyout with my brother and father-in-law.”

Committed to creating life-long learners

MONTESSORI Merrylands Childcare is a privately-owned child care centre, committed to providing a developmentally appropriate environment for children 0-6 years old.

The centre’s focus is to provide a stimulating early care and education experience that promotes each child’s social, emotional, physical and cognitive development. Its goal is to support children’s desire to be life-long learners.

Montessori Merrylands strives to provide quality child care that supports families by providing a warm, stimulating, safe and caring environment, where children are free to grow and develop to their potential in their own unique way.

The centre’s children are at the foundation of everything it does. The team is committed to working with families to provide the ideal early learning environment for their children, both in the centre and at home.

Guided by the Early Years Learning Framework principles of “Being, Belonging and Becoming” and the National Quality Framework, Montessori Merrylands has developed an ever-evolving environment that allows for intentional teaching and spontaneous learning. This enables each child to develop lifelong skills of inter-relating, resilience, empowerment, social competence and independence.

Montessori Merrylands Childcare has been rated as exceeding the National Quality Standards by the Department of Education, which is the highest possible rating awarded by this department.

This rating means that the centre’s service has gone beyond the requirements of the National Quality Standards. Only a small sector of childcare services nationally obtain this result.

Exigo Tech is a Sydney-based premier end-to-end Technology Solutions Provider that is focused on providing solutions based upon three major verticals: Infrastructure, Cloud and Applications to Australian businesses.

At Exigo Tech, we are firm believers in the power of effective IT solutions – the power to deliver real value to business. Intelligent, properly implemented IT solutions can save you time and money.

Headquartered in the Parramatta CBD, Exigo Tech is staffed by a skilled group of IT professionals who work day in, day out to uphold our company vision: ‘Technology made simple’. We go out of our way to ensure that we provide exceptional levels of service and deliver IT solutions that make your life easier and your business more competitive.

Hailing from the corporate sector and other IT firms, the Exigo Tech staff is a tight knit unit that works collaboratively to provide exceptional levels of service and expertise. Together we work to deliver IT solutions that create greater levels of efficiency, and open the way to improved commercial outcomes.

Exigo Tech’s friendly and highly qualified IT professionals offer a comprehensive range of products and services. Central to our expert offering are the following services:

- Business and Technology Consulting
- Cloud and Hosted solutions - Microsoft Azure, Amazon Web Services, IBM Softlayer, Telstra CSX
- Shared and Dedicated servers
- Cloud Hosted Applications – Microsoft Office 365, Dynamics 365, Box, Skype 4 Business solutions, SharePoint development
- Enterprise mobility solutions – IOS and Android
- Network Infrastructure and Security – Telstra NextIP Network, Co-location Solutions, Hosted Voice, Internet, Phishing and Threat Awareness, Data Encryption
- BI Solutions – Power BI, IBM Watson, Azure IOT
- Backup and Disaster Recovery
- IT Managed Services – Server, Cloud, Desktop, Network, Application
State-of-the-art computer support

Computer Support Professionals is an IT managed service provider. The business was founded to provide everyday computer support to home and small to mid-size business users and help overcome all IT related issues without compromising any client’s assets. The company caters to every type of computer need that clients may have. The staff are a diligent proficient team dedicated to meeting all client’s needs with quality service and extremely competitive rates.

Computer Support Professionals’ mission is to improve its clients’ organisational processes and increase functionality through bespoke and state-of-the-art technical solutions. Its services can afford endless possibilities to achieve higher control and quality standards that contribute directly to the growth and success of clients. Its staff’s flair, ingenuity and devotion is the key to serving clients’ needs. As a technology firm, Computer Support Professionals believes its services are as good as its people. The company aims to invest in its people and grow with them. It also values competency in all third parties it works with and that one size does not fit all. Computer Support Professionals strives to deliver bespoke and optimised state-of-the-art solutions to clients with comprehensive needs assessments the key to consistent delivery of quality. The company approaches its customer engagement as a relationship as opposed to a one-off interaction and continues to proactively monitor post implementation feedback and responses to provide unmatched post sales services.

02 4567 7711 | E info@loxleyonbellbirdhill.com.au
993 Bells Line Of Road Kurrajong Hills NSW 2758
www.loxleyonbellbirdhill.com.au

I am very proud that Loxley on Bellbird Hill is the winner of ‘Excellence in Sustainability’. Having been associated with WSABE for many years it was great to see the Premier Gladys Berejiklian, Dr Geoff Lee and the other VIPs that attended. I would like to also acknowledge and thank the major sponsors – Commonwealth Bank and Parramatta Council and also all the other sponsors who contributed. Also I would like to thank the WSABE team and judges and my thousands of customers who have supported us on this amazing journey. Last but not least, I would like also to acknowledge my fantastic team who have an amazing can-do attitude and work ethic.

Paul Maher
Proprietor

Abbey Timber…
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- Over 20 Species of Hardwood Decking available.
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Featherdale Wildlife Park

FEATHERDALE Wildlife Park has a commitment to animal and environmental education. The Wildlife Education Program is well established and very successful. The “Learning Burrow” is an open-air amphitheatre with seating for up to 90 students. The “Wildlife Wanderer” is Featherdale’s mobile education program.

Lessons are interactive experiences that reflect the school curriculum. Featherdale has developed into one of Australia’s finest tourist attractions in Greater Western Sydney and has played an important part in the growth of tourism, not only in Greater Western Sydney, but the whole of New South Wales and Australia. www.featherdale.com.au

Cassin and Sons

CASSIN & Sons specialises in health-care design and construction with more than 28 years of experience in fit-out and refurbishment. The business has built a solid and reliable reputation due to its strong family values and high-quality standards. Cassin & Sons can help boost the efficiency of your medical centre, health-care clinic or specialist practice with custom interior design solutions that maximise storage space and create better workflows for a happier, more engaged and productive staff. The company stands behind the quality of its craftsmanship with its ‘double the workmanship’ and ‘on-time, every time’ guarantees that our clients can count on.

We’ve got Western Sydney covered

Proud media partner to the 2017 WSABE program.
Congratulations to all winners and finalists!

We’ve got Western Sydney covered

Proud media partner to the 2017 WSABE program.
Congratulations to all winners and finalists!
Hills domination reflects dedication

THE Sydney Hills Business Chamber and its members dominated the recent Western Sydney Awards for Business Excellence.

Not only did the group win the Local Chamber of Commerce category at the awards on September 15, two of its members took out individual honors while six were regional finalists.

Chairman Anthony Moss congratulated the Chamber’s board members, support and alliance partners, and all members on the outstanding result.

“The award reflects the dedication and passion of everyone involved with the Chamber,” he said.

Mr Moss said the next stop was the State Awards, to be held on Friday, November 17 in the new Sydney Convention Centre where the Sydney Hills Business Chamber winners will compete against other regional award winners.

Sydney Hills Business Chamber WSABE category winners were: Loxley on Bellbird Hill (Paul Maher) - Excellence in Sustainability Award; and Featherdale Wildlife Park (Sara Ang) - Excellence in Export Award.

The Chamber’s regional finalists were: App Boxer (Zyran Erasmus); Hills Community Aid (Ben Jackson); McCrindle Research (Mark McCrindle); International Productions (Adryan Daynes); ATP Accounting & Taxation Professionals (Farid Zaki); and Computer Support Professionals (Sam Ziae).

Hills Chamber Chairman, Anthony Moss and members of the Chamber announced as winners.
WHO IS ELITE BUSINESS TRAVEL

At Elite Business Travel, we are proud to stand head and shoulders above our competitors and aim to provide our clients the best service they require.

Our Travel Management programs deliver the balance of control service and savings to our clients; helping to meet their local and global objectives. Our provision is enhanced by the global leverage and security we convey to our clients.

Elite Business Travel is part of “Helloworld Group” (Global Group) which is 29% owned by Qantas.

This signature validation provides us with a better edge against our competitors. We can provide exceptional Qantas deals & negotiate better pricing with all of the other International Airlines as well.

Our in-house executives of Elite Business Travel have more than 30 years of Airline & Travel Industry Management experience. Therefore, we have the expertise to constantly negotiate with our key Airline, Hotel, Car-hire and Cruising Partners to provide the very best of our services to our Clients.

OUR BUSINESS VALUES

PASSION FOR EXCELLENCE
At the core of Elite Business Travel lies a passion for excellence. This determination to excel is reflected at every level of our business and across our core values.

PASSION FOR SERVICE
As devoted travellers of the world and commercially astute business executives, Elite Business Travel enjoy the challenge of delivering exceptional business-to-business travel service, first time, every time.

RESPONSIVENESS
Being responsive to our customers’ needs drives us each and every day. We have no business without travelling clients. Our systems and our people proactively identify opportunities to further enhance the support we provide to you. And if travel plans are disrupted, whether through natural or manmade events, our expertise and relationships mean our clients are able to resume their travel plans quickly and safely.

ENTREPRENEURIAL SPIRIT
Elite Business Travel want you to arrive at your destination on time, refreshed and hassle-free. Our success is measured by our clients’ satisfaction in the total travel solution we provide. We have built our success through being personally responsible for devising and delivering travel solutions that work for our clients and we look forward to doing just that for you and your organisation.

INDIVIDUALITY AND INTEGRITY
We respect and harness the individuality of each client, employee and supplier and tailor their services accordingly. Integrity, respect and transparency frame every interaction with our customers.

LOOKING AFTER OUR CUSTOMERS
Elite Business Travel is bound by The Helloworld Limited Customer Charter and Consumer Protection Policy enshrine our determination to provide excellent customer service and support.

RELATIONSHIPS WHICH BENEFIT YOU

COMPETITIVE RATES
Our Helloworld for Business’ combined buying power means our clients enjoy high quality products at very competitive prices.

We offer clients a worldwide network of hotels and resorts, airline representation and travel wholesalers.

YOU WILL ENJOY:
- Competitive corporate rates across airlines
- Comprehensive hotel programs providing you with access to the best available unrestricted rates at over 33,000 hotels worldwide
- Essential travel product access at preferential rates including car rental, insurance, visa services and services and foreign

ONGOING INNOVATION IN TECHNOLOGY AND SERVICES
Continual investment in tools, technology and services drives innovation in new products, new reporting and easier ways of managing your travel.

From multi-platform access to streamlining reporting and analysing travel expense, these initiatives are an invaluable asset to you.

YOU WILL BENEFIT FROM:
- Delivery of innovative travel technologies
- Benchmarking of service standards and offerings
- Business and travel insights
- Regular product training
WHAT WE DELIVER

Elite Business Travel’s unique selling point is its approach to doing business and with the quality and service our clients enjoy.

In an age where large Travel Management Companies are beginning to forego personalised service in favour of turnover (call centres, sole online booking services), Elite Travel offers a responsive, personal service to its clients. A service, where trusted Elite dedicated consultants will not only become familiar with your travellers and their preferences, but are encouraged to extend the service beyond bookings to after sales support, advise and supplier negotiations.

Call us now Toll Free

1800 627 746
or email info@elitetravel.com.au
www.elitetravel.com.au

Providing a better Business Travel Management Solution with value to Businesses and Supporting your local Community.
WSABE 2017 in pictures
Southern Cross Group is one of Australia’s leading integrated service providers. Specialising in facilities, training and technology, we have earned a wide range of accolades and accreditations for our work across the entire industry spectrum, providing seamless service delivery, innovative solutions, and value-for-money to clients.

With over 800 client sites Australia-wide, Southern Cross Group is recognised as industry leaders and benchmark setters in service excellence.

Southern Cross Group’s comprehensive Facility Services provide tailored solutions for clients of all sizes and scopes. With dedicated Security, Cleaning, Traffic Control and Maintenance Services, SCG ensures the protection and prosperity of your assets at all times and in all circumstances.

Services include:
- Security Services
- Ranger and Visitor Security
- Cleaning
- Event and Venue Security
- Cash in Transit Security
- Traffic Control
- Monitoring and Patrols
- Concierge
- Line Marking

We comprehensively integrate the latest state-of-the-art technology with our services to deliver innovative solutions and an unrivalled customer experience.

- Alarm Systems
- CCTV
- Mobile App Development and Maintenance
- Electronic Security

As a Registered Training Organisation (RTO No: 41086), Southern Cross Training produces industry-ready professionals with the highest standard of training in a range of nationally recognised courses designed to keep you on the forefront of dynamic and evolving industries.

Offering solid financial performance & good investment on returns. Driven by our highly experienced team we partner with leading professionals and reputable contractors to thoroughly manage and control due diligence, risk management and project delivery.

Southern Cross Group is now the proud winner of WSABE’s Employer of Choice Award 2017 and also was a finalist in Business Leader category. Needless to say, Southern Cross Group was also the winner of WSABE’s Excellence in Business 2015 Award.

www.scgroup.global  marketing@scgroup.global  1300 557 434
Profiles of the 2017 WSABE Finalists

Compiled by Phyllis McGraw

Pet Resorts
Pet Resorts has been a leader in pet boarding for more than 40 years and prides itself on its facilities and exceptional service standards. The facility offers extended operating hours seven days a week, a live-in staff member and an on-call vet service. Whether you require a long or short stay or perhaps a day visit using doggy day care, the team at Pet Resorts understands the trust and expectations clients place on them when leaving their pet in their hands and they aim to exceed those expectations. Cuddles and love aren’t additional extras at Pet Resorts – it’s all part of every pet’s stay. www.petresortsaustralia.com.

Red Arc
Red Arc is an integration company that produces simple, connected tools and services. They believe in a connected world, where work is more productive, routine tasks are automated and you can get on with your real job because of it. Red Arc Solutions’ mission is to provide the tools you need to be part of the Connectivity Revolution. http://redarc.systems.

Paul Maher (Loxley on Bellbird Hill)
Paul Maher is a very passionate Australian and is a descendant of the First Fleet 1788 Lady Penthryn who salutes the great heritage of this nation. He was born in Rankin Springs NSW in 1950 and is very proud of his grandparents, who pioneered the Riverina district in farming 100 years ago. Paul was educated at Oakhill College, where he was inducted into the Inaugural Alumni. After leaving school he entered the financial service industry and spent 27 successful years running his own business AMPWEST Financial Services based in Parramatta. Approximately 20 years ago he entered the Tourism and Hospitality Industry and created Multi Award Winning ‘Loxley on Bellbird Hill’ which dates to circa 1833. Loxley on Bellbird Hill specialises in Weddings, Accommodation, Conferences and Special Events. http://loxleyonbellbirdhill.com.au http://loxleyonbellbirdhill.com.au.

The Trophy Store
In 1992, Roy de Visser’s father-in-law asked for his help to find a machine that could engrave trophies in Korean. (An annual event for the Korean community saw him tasked with engraving 500 trophies by hand.) Roy combined his skills with computer and mechanical expertise and eventually developed a machine to do the job. Two years later he found a shop for rent and, with no idea what was to come, moved into a bare shop with no existing customers. 24 years later ‘The Trophy Store’ is still going strong, with new customers and new challenges every day. Roy still looks for new ways to do what has not been done before – innovating and inventing every day. He hopes to continue to serve the community for years to come with magic in his fingers, magic in his mind and the magic to inspire the champions of tomorrow. www.thetrophystore.com.au

Gatehouse Tearooms
Gatehouse Tea Rooms is the perfect place to get away from the hustle and bustle of busy city life and relax. Nestled in the beautiful Parramatta Park and surrounded by the beauty of well-manicured gardens, indulge in the finest quality High Tea in its stunning, World Heritage Listed cottage built in 1887. The Tea rooms staff’s passion is scrumptious food, exceptional service and encouraging customers to enjoy the finer things in life. High Tea is a specialty, so let them spoil you with an experience that you will always remember: www.gatehousetearooms.com.au

Sidarous Realty
Frances Sidarous has a reputation built on honesty, trust and due diligence. She has worked at mid and top tier law firms, is a Justice of the Peace and prides herself on excelling in everything she puts her mind to as well as carrying out her work with professionalism and attention to detail. Frances has a Certificate of Sales, a Legal Secretarial Certificate, and is a First Year Law Buddy Mentor for First Year Law Students while studying a Bachelor of Business and Commerce/Bachelor of Law at the University of Western Sydney. Frances endeavours to meet Sidarous Realty’s client’s needs, goals and expectations with a friendly smile. www.sidarousrealty.com.au

One Hotels and Apartments – Parramatta Mission
The Uniting Church Parramatta Mission bought the site of what is now One Hotels and Apartments in 1977. The aim was to use the building as a coffee shop and as a centre for group meetings. It was also bought with a view to building accommodation, and the first stage of Wesley Lodge Motel was built in the backyard in 1979. The original motel of 28 rooms opened in 1979. Today there is a 59-room motel servicing the medical precinct of Westmead and its visitors. But it provides more than just accommodation. The team is committed to delivering a friendly, individual service coupled with attention to detail and a genuine welcome. The extensive experience and personal service, combined with a genuine love and passion for what they do – ensures a high standard of service delivery. www.onehotelsapartments.com.au

Handle Branding
Handle Branding is a western Sydney-based international award-winning branding and design consultancy. It produces a diverse range of work spanning across identity, art direction, spatial and web design. Michael Schepis established Handle Branding in 2015 and has a team of five people working for him, to whom he is not only a boss or manager, but a mentor. Michael operates under the belief that “nobody is too busy, it’s just a matter of..."
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Priorities: Handle Branding delivers design solutions and advice to a wide range of clients—from individuals to large organisations. www.handlebranding.com

Towns Conveyancing

Kristi Towns established Towns Conveyancing Services in 2012. Eliminating stress, uncertainty and worry out of each transaction, Towns Conveyancing Services’ aim is to provide clear information to clients to ensure that the transaction is stress-free. Kristi and her staff go out of their way to do everything required to get the transaction finalised and fulfilling their client’s dreams of owning their first home, relocating or investing. Since founding Towns Conveyancing Services, Kristi has been awarded the Colin Bruce Award for Outstanding Initiative in establishing a Conveyancing Business. Kristi and her team have also taken out several other business awards. www.townsconveyancing.com.au

Made Comfy

Made Comfy is Australia’s first performance-based home sharing partner and a fast-growing disruptor in the real estate and travel market. It enables home and investment property owners to participate in the sharing economy boom by renting out their properties on the short-term rental market. On average, it generates more than 40 per cent higher returns than any other form of rental through its value-adding end-to-end management service, which includes furnishing and styling, pricing and listing management, booking and 24/7 guest management, housekeeping and maintenance. Made Comfy also creates unique experiences and a high level of comfort for its guests. www.madecomfy.com.au

Prime Build

Prime Build has supplied a wide range of construction services across commercial, residential and retail markets for almost a decade. Backed by a team of industry experts, Prime Build prides itself on delivering outstanding customer solutions and expertly built products every time. At a time when the industry has been soft, it has continually experienced year-on-year growth, which management believes reflects the team’s commitment to excellence, efforts to listen to customers’ needs and the desire to always deliver beyond expectations. www.primebuild.com.au

Azrim

Azrim Pty Ltd has serviced more than 5000 customers in Australia and New Zealand since 2005. Known for their best fit guarantee on their made-to-measure clothing for men and women, Azrim won the WSABE 2016 Innovation for their Five Step Service Model Process and has four nominations this year in Business Leader, Customer Service, Marketing and Export. Last year Azrim sold suits to more than 20 retailers across 11 countries including Asia and Europe. They’re excited about launching children’s wear from 2018. No order is too big or small as they service individuals for weddings and business right through to corporates for uniforms. www.azrim.com.au

Grounded Space

Grounded Space is a professional community of ambitious small businesses, freelancers and start-ups who network with each other to offer opportunities, support and guidance. The aim of Grounded Space is to make starting and managing a business as simple as possible. Members of the Grounded Space community have access to shared desk spaces, meeting rooms, internet and printing facilities, barista made coffee and tea, call answering services, 24/7 gym facilities, a professional business mailing location and more. There are also weekly and monthly events including access to training courses from public speaking to Microsoft Office. www.groundedspace.com.au

Australian Dilapidations

Michael Burford started working in his father-in-law’s small but successful building inspection business in early 2009. From the experience he gained, and his desire to create a dream of his own, Michael started his own inspection business the following year called Australian Dilapidations. By introducing better technology and online networking, he has changed the expectations of the inspection industry with faster turnaround times, higher quality reports and easier report accessibility. His work has been recognised with several awards, including the WSABE 2016 Customer Service Award. He is passionate about the growth of Australian Dilapidations and continues to lead the company forward. http://aus-dilaps.com.au

McCrindle Research

As Australia’s social researchers, McCrindle Research takes the pulse of the nation. It researches communities and society, then analyses the trends before communicating the findings. McCrindle Research is commissioned by governments, leading brands and some of Australia’s largest organisations because of their renoun for conducting world class research and communicating the insights in innovative ways. Their clients understand
that consumer and social research isn’t just at the foundation of a successful organisation, but incorporated into every aspect of it. Research, when effectively communicated, directs strategy, focuses branding, clarifies segments and shapes organisational culture. www.mccrindle.com.au.

Mate Communicate
Mate Communicate is an internet service provider based in Smithfield. The business was established less than two years ago and continues to invest in its people, systems and products. Mate Communicate is pre-dominantly focused on the NBN network and assisting customers transitioning across to the NBN. Mate is 100 per cent Australian owned and operated – and always will be. Mate only employs local staff and those committed to its customers. The business believes in offering the best possible customer experience and not keeping mates waiting. Mate makes the complicated NBN easy for everyone. www.letsbemates.com.au.

Sparks and Partners
Sparks and Partners Consulting Engineers specialises in hydraulic, storm water, civil and environmental engineering, wet and dry fire services and Revit/BIM design. The latest technology, including next-generation design applications, supports this core expertise. Each team member brings unique skills and strengths to the company, and is guided by an energetic, resourceful and qualified leadership team. The team has experience across a range of engineering and construction projects. Sparks and Partners takes pride in its hands-on approach. The team aims to meet the special requirements and challenges of every project, from concept to completion. http://sparksandpartners.com.au.

Onroad Driving School
Onroad Driving School's extensive experience in the driver education industry has seen it become a multi award winning driving school. Its commitment to aspiring students is to make them safe drivers and impart quality driving skills. Instructors carry out comprehensive theoretical and practical driving lessons at the door step. Allow one of their driving instructors to start your driving

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journey with an automatic or manual lesson and get one step closer to attaining your driver’s licence. Together they strive to create the competent drivers of the future. www.onroad.com.au.

Looks Fresh Photography
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Avonlea Labels
Avonlea Labels is a family-owned and run label and packaging manufacturer based in Castle Hill. Its services are designed with small and medium-sized business owners in mind – ones who are looking for quality print solutions, fast turnaround and clear communication. It offers these owners something unique to the printing industry: cutting-edge digital technology, flexible options and speedy delivery at affordable rates. It is also one of the only print companies that manufactures products locally. This is something that they’re very proud of as it means staff can personally oversee each customer’s project and guarantee a high-quality finish every time. www.avonlealabels.com.au.

Star Combo Group
Star Combo Group is a long established Australian nutraceuticals business with Therapeutic Goods Administration approved modern manufacturing facilities. The company manufactures and sells of vitamins. The director owns the Smithfield premises, which has a long-term lease to the company. The company also owns all the production facilities and equipment. In addition to OEM business, Star Combo Group has developed its own range, particularly targeted to the Chinese market, which via airport and tourist related stores and pharmacies. In addition, the business manufactures for major Australian pharmacy chains and other health nutraceutical businesses. www.starcombo.com.au.

Fizics Education
Fizics Education cares deeply about inspiring kids to learn more about the world around them and this has driven it to become one of Australia’s leading science outreach providers of interactive science workshops and shows since 2004. Fizics Education reaches about 300,000 children each year via incursion and video conferences across 400 schools and public spaces throughout Australia and around the world.

It aims to make science awesome and accessible anywhere. Beyond schools, Fizics Education collaborates with government, non-profits, movie cinemas, shopping centres, libraries, juvenile justice centres, hospitals, sports stadiums, retirement homes and facilities able to accommodate large or small groups of people. www.fizicseducation.com.au.

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Five generations of design, creation and craftsmanship

A 10 year old Edwin Henry Brett learned sail making in his home town, St Peter Port, Guernsey. In 1880 after working aboard sailing ships around the world, Edwin started his own loft, first in Newcastle and later Balmain where the business grew to employ 70 people. Today on two sites, Sydney and Melbourne, the business uses the latest in CAD and fabric technology to create a wide range of textile items.
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Pacific College of Technology

Pacific College of Technology is a highly regarded, multi-award-winning registered provider of vocational education and training, which has been offering and delivering professional courses in accounting, business, management, marketing, human resources and information technology for nearly 15 years. Importantly, graduates are well prepared to enter the job market or to gain promotion or improved opportunities, as they have qualifications that provide the high and level technical and professional skills and experiences that are keenly sought by many employers. Successfully completing a college Diploma or an Advanced Diploma opens pathways to almost all Australian higher education institutions including universities, where there will be appropriate qualifications learners have undertaken at the college. www.pct.edu.au

International Productions

International Productions has delivered world-class events and content production across Australia, New Zealand and the Asia Pacific for more than 16 years. Combining expert knowledge, creative thinking and trusted suppliers, International Productions produces original events and content that goes beyond the brief to communicate key messages, reach audiences emotionally and spark thought-provoking conversations. Every International Productions event or content production is uniquely created, tailored to the needs of each client and within budget. The team values long-term client relationships, and understands what it takes to deliver outstanding results while creating and enjoyable process for all involved, time and time again. www.internationalproductions.com.

Masters in Building Training

Masters in Building Training is a registered training organisation that delivers training and assessment to the building and construction industry. Its team includes award-winning trainers and assessors, and the company uses use world-leading on-site and on-line e-learning technology. MIBT meets the needs of small to large employers by assisting with the delivery of apprenticeship and traineeship training. It provides flexible delivery to tradespeople looking to get higher qualifications, to create the pathway to meet their career aspirations. Its award-winning online training program meets all the requirements of regulators while providing produc
tive, flexible and interactive training plan for learners. MIBT prides itself on flexible, quality training and assessment. www.mibt.edu.au.

Moorebank Sports Club

Moorebank Sports Club started in 1970 to foster junior sport in the Moorebank/Holsworthy/Hammondville area. In 1975 Hammondville Park became the club’s home ground in of 1981 Moorebank Sports Club became an incorporated club administered by a board of 11 directors. 1988 saw the purchase of land for the development of a licensed club, which officially opened in 1994. Today the club’s objectives remain to encourage, foster and promote sport with the function of the board management and staff to serve in the best interests of creating a legacy of strong local sport in the area. As the business has evolved the vision statement has expanded to include all forms of leisure. www.moo

Trackie Industries

Trackie Industries is a company that is all about energy efficiency and power monitoring. It installs a leading energy management system across Australia in hotels and clubs.