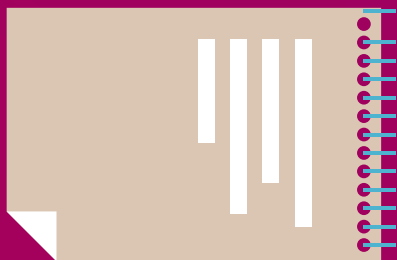
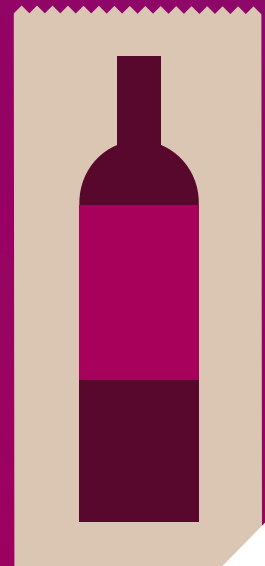
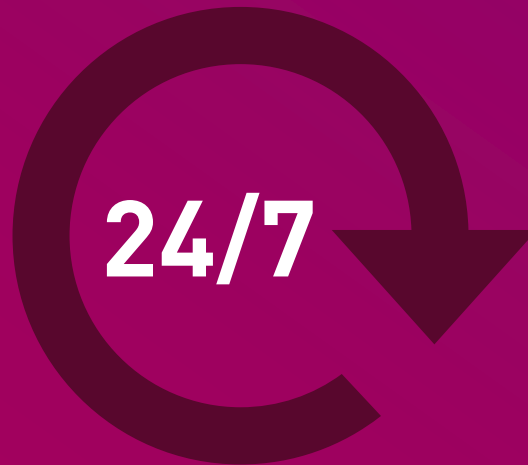
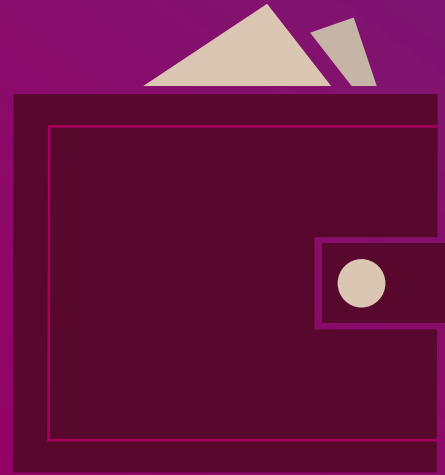
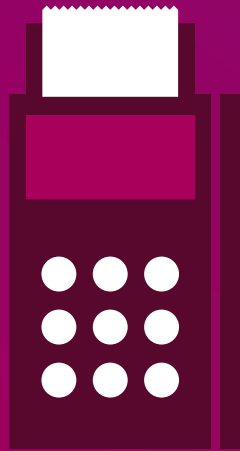


QUEENSLAND SHOP TRADING HOURS

▼ SEPTEMBER 2014





Queensland has one of the most complex retail shop trading hours in the country. There are a multitude of geographical trading zones, each with different allowable trading hours and separate arrangements for trade on Sundays and public holidays. The system is difficult to navigate and creates confusion amongst business owners and the community as to whether or not a particular store is allowed to open.

The highly prescriptive and inconsistent nature of the current framework unfairly disadvantages those small businesses that the regulation seeks to protect. It is adding to the compliance and operational costs of small retail businesses at a time when competitive pressures are more acute. Accordingly, there is opportunity to improve the current regulation of trading hours to better accommodate the interests of small businesses.

As part of the CCIQ Westpac Group Pulse Survey of Business Conditions, Queensland businesses were asked for their views on shop trading hours to understand the types of issues being experienced and to gauge the desire for reform. The survey findings show that full deregulation of shop trading hours remains contentious, with Queensland businesses divided in their preferences. However, the survey results point to broad support for incremental reform to achieve greater simplicity and consistency.

CCIQ believes carefully targeted reform can help ease the compliance burden and reduce regulatory inconsistencies, ensuring Queensland's shop trading hours framework continues to support the competitiveness of our State's small business community.

CURRENT TRADING HOURS FRAMEWORK

The hours in which retail shops in Queensland can trade is currently regulated by the Trading (Allowable Hours) Act 1990, supported by the Trading (Allowable Hours) Regulation 2004 and various orders made by the Queensland Industrial Relations Commission.

The legislative framework establishes three categories of shops:

- exempt shops;
- independent retail shops; or
- non-exempt shops.

Exempt shops are totally unrestricted and these businesses may trade whenever they wish. These shops are defined in legislation and include for example newsagents, fruit shops, sporting goods shops, camping equipment shops, restaurants, cafes and refreshment shops.

Independent shops are those run by an individual or private company, employing no more than 20 people in the shop at any one time and no more than 60 people across all stores at any one time. Independent shops are required to close on Good Friday, Christmas Day and Anzac Day (up to 1pm). However, independent shops that predominantly sell food and/or grocery items have no trading restrictions.

Non-exempt shops are those shops not classified as independent or exempt shops. These shops have regulated hours. There are currently 28 different arrangements for allowable trading hours across the state for these shops, plus separate arrangements for trading over the Easter, Christmas, Anzac Day and other public holidays. There are

also established orders for butcher shops, hardware stores, wholesale warehouses and shops selling agricultural produce, motor vehicles, boats and caravans. In addition, 37 separate orders have been established across the state for special exhibitions and displays such as agricultural shows, trade fairs and travel expos.

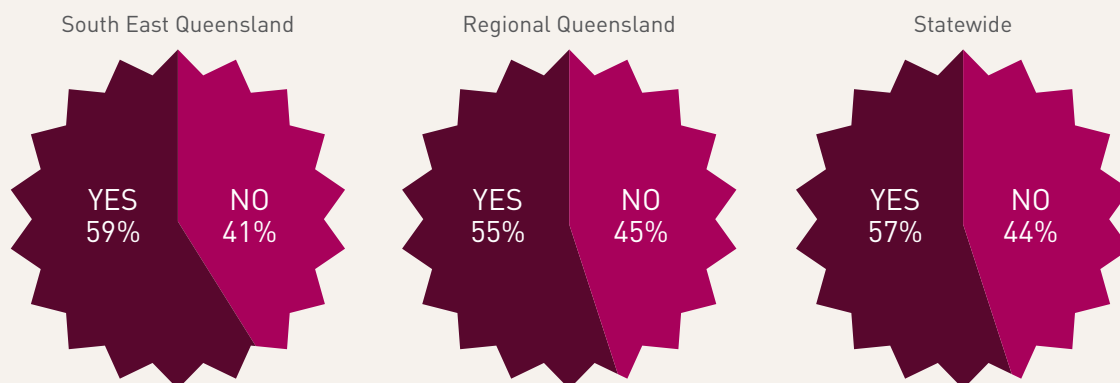
DEREGULATION OF SHOP TRADING HOURS

The survey results confirm that Queensland businesses remain divided in their views on shop trading hours. This finding is consistent with CCIQ's previous engagement with Queensland businesses. It reflects the breadth and diversity of the business community and in particular, the widespread and disparate views among retail businesses.

Businesses located in South East Queensland are marginally more receptive to reform, with 59 per cent of businesses indicating support for deregulation of shop trading hours. A lower proportion (55 per cent) of businesses located in regional Queensland indicated support for deregulation of shop trading hours.

However, not all businesses have direct interest or would be affected by the deregulation of shop trading hours. A closer examination of small businesses employing up to 20 people and directly involved in the retail sector, shows that 58 per cent are opposed to the deregulation of shop trading hours. This is significantly higher than the average level of opposition recorded by businesses state-wide (43 per cent). Small businesses directly impacted by the shop trading hours framework continue to express significant concern about full deregulation.

Do you support deregulation of shop trading hours?



RESPONDENT VIEWS IN FAVOUR OF DEREGULATION

Those businesses in favour of deregulation highlight increased opportunities for sales and greater flexibility to respond to consumer needs.

This view aligns with research undertaken by the Productivity Commission that highlights the niche opportunities for small retailers and increased overall retail sales under a deregulated framework.

Businesses in favour of deregulation also highlight positive experiences in Victoria, Tasmania, New South Wales, Northern Territory and the Australian Capital Territory, where a significant proportion of small retailers continue to operate following deregulation. The experiences elsewhere in Australia points to overall increased retail sales, lower prices and benefits to local suppliers under a deregulated trading environment.

RESPONDENT VIEWS AGAINST DEREGULATION

Market dominance of the major retailers is a key concern amongst those businesses opposed to deregulation of shop trading hours.

This is especially the case in regional and remote areas, where there remains a strong and vital connection between small retail businesses and the sense of community. The costs of doing business are also felt disproportionately by regional businesses where skilled labour shortages are more prevalent and supply typically involves higher freight charges.

If shop trading hours were to be fully deregulated, it is inevitable that the competitive position of some retailers will change. There is concern that large-scale retail stores

operating 24 hours, 7 days a week will have a negative impact on the commercial viability of small operators who currently compete against large grocery and hardware retailers and may already be operating at the margin. There is concern that deregulation will lead to small business closures and increased market dominance of the major retailers with consumers eventually having less choice in the longer term.

Businesses opposed to deregulation also expressed concern about difficult trading conditions and the level of overall retail expenditure following deregulation.

Consistent feedback amongst these businesses was a view that deregulation of shop trading would not increase the overall level of consumer spend but merely spread the current level of consumer spending over more hours. This concern may be a reflection of prevailing soft consumer spending and disappointing sales results. Indeed, businesses do not expect a sustained increase in consumer spending in the short term.

CCIQ notes that an increase in the level of retail trade for every small business is not assured following deregulation. While there is opportunity for increased sales, there are practical confines to small businesses being able to respond to the increased competition. Even with a loyal customer base, small retailers would need to allocate additional resources to demonstrate a capacity to 'reinvent' themselves through quality of product and service offerings, convenience and diversification. This would be challenging for small businesses already struggling with rising input cost pressures, especially with the growth of online retail intensifying those cost pressures. Small businesses are unable to pass on the full price of cost increases for fear of losing customers.

As a result, Queensland businesses believe the continued regulation of shop trading hours, in the absence of any other reform, is needed to facilitate the competitiveness of small business.

"I have projects that are very weather related, I have clients that need them completed ASAP. Deregulated hours would open up the supply chain and make it more flexible for me"
– Survey Respondent, Sunshine Coast

"Major retailers have undue influence on small independent retailers. There is not a level playing field. Small retailers will struggle to compete if trading hours were deregulated"
– Survey Respondent, Central Queensland

IMPACT ON BUSINESS FROM DEREGULATION

The survey results show little direct link between deregulation of shop trading hours and business performance for the majority of businesses. Roughly two-thirds of businesses indicated no impact on sales, profitability, employment and investment if trading hours were to be deregulated. That is, the majority of Queensland businesses are neither positively nor negatively affected by trading hour restrictions.

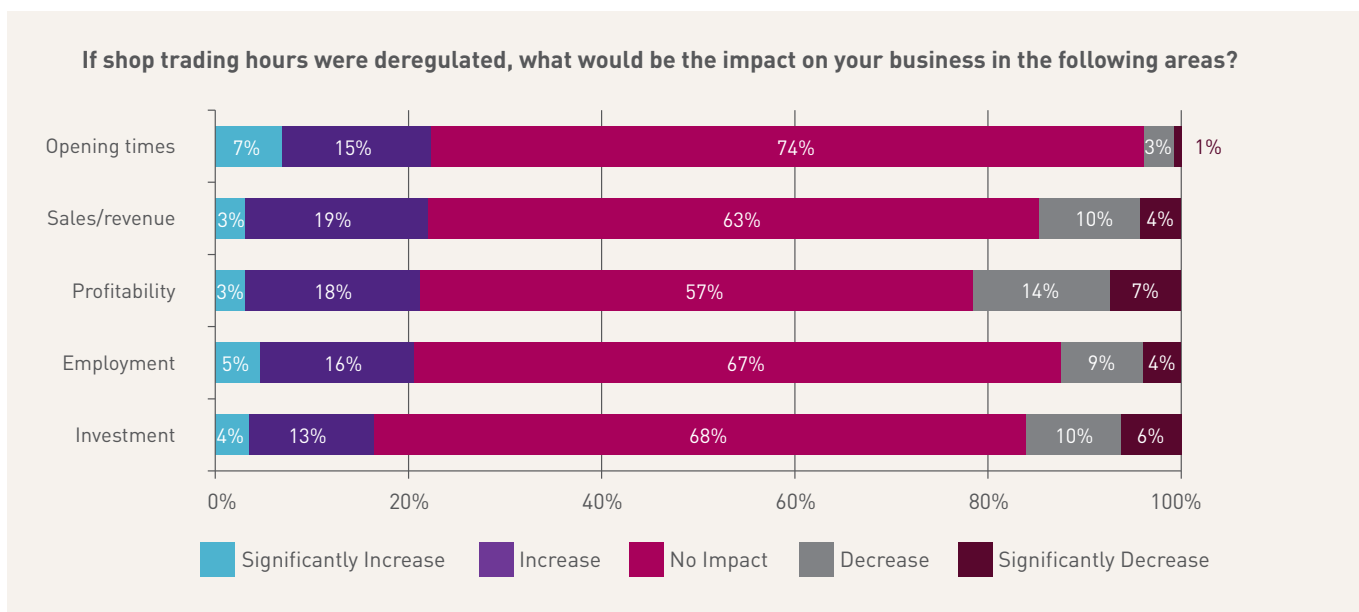
Interestingly, 74 per cent of businesses indicated no impact to actual business opening and closing times under a deregulated shop trading hours framework. Businesses note that deregulation would not necessitate longer trading hours for their individual businesses. The impact of deregulated hours on small business owners' work and leisure preferences is ultimately one that business operators decide for themselves, with the impact on their employees managed by industrial mechanisms.

The impact on profitability was the most prominent area of impact and concern, with 22 per cent of businesses indicating their business's profitability would decrease or significantly decrease.

Queensland businesses pointed to inflexible workplace laws, especially penalty rates, as a barrier to potential benefits from extended trading hours being realised. This is not surprising given labour costs are the largest expense for most retail businesses. Small businesses are especially vulnerable to increases in penalty rates and overtime.

The survey results imply that businesses would be more willing to support deregulation of shop trading hours if there was proportionate reform of workplace relations and other policies to drive down business operating costs. The findings also suggest Queensland businesses are unconvinced of the benefits following full deregulation and believe some form of regulation is still warranted.

CCIQ notes that overall, the positive percentages outweigh the negative with a net positive result from liberalised trading hours across the business performance areas. However CCIQ, as a representative of small businesses, believes policy must be framed around the proportion of businesses disadvantaged by change in this area.



“The cost of employment mean many small businesses find it isn't worth opening for extended hours, on Sundays and public holidays. Penalty rates in their current format are from the dark ages and act as a deterrent for employment” – Survey Respondent, South West Queensland

TRADING HOURS DURING THE WEEK

While full deregulation remains contentious, Queensland businesses appear to be more receptive to extending trading hours during the week. Some 48 per cent of businesses support unlimited trading hours from Monday to Friday, with a slightly lower proportion of support for unlimited trading on Saturdays (47 per cent) and Sundays (43 per cent).

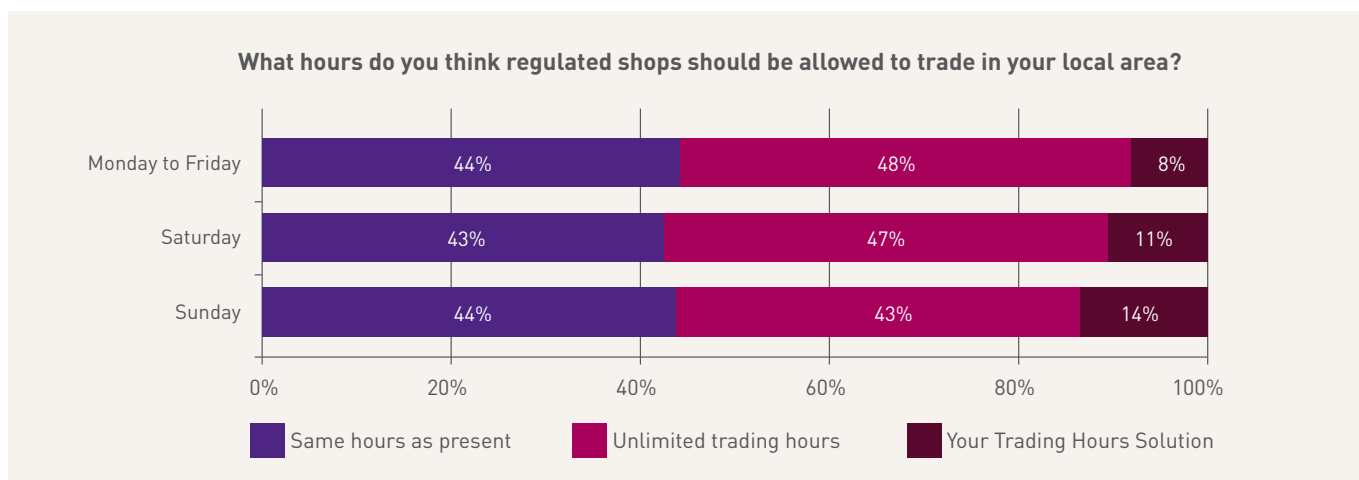
Businesses that selected “Your Trading Hours Solution” specified opening and closing times for Monday to Friday trading that generally extended the spread of trading hours currently allowed. Similarly, those businesses specifying their preferred opening and closing times for Saturdays and Sundays opted for a longer spread of weekend trading hours.

Taken together, the results indicate around three in five businesses support liberalisation of trading hours during the week and on Saturdays and Sundays.

Extending the allowable trading hours during the week would better reflect societal trends and changing working patterns that increasingly demand shopping convenience. While consumer preference for convenience makes a compelling case for extending trading hours, CCIQ highlights that the regulatory framework must also balance the interests of small businesses and their employees.

Queensland small businesses expressed concern that if larger retailers within a shopping centre were allowed to trade extended hours, then this would in reality, dictate the hours a small business would have to trade. Appropriate safeguards need to be retained so that small shopping centre businesses through leases or other arrangements cannot be forced to open outside their existing core hours. This would ensure small businesses have flexibility to trade at times when it is profitable to do so.

Importantly, any move to extend shop trading hours during the week would need to be incremental and afford a sufficient adjustment period, recognising that around 44 per cent of Queensland businesses remain anxious about change.



“Cost is too great for owner operators. Majors will dictate unreasonable operating hours”
– Survey Respondent, Brisbane

“Businesses need to be more accommodating to the ‘I want it now mentality’ of consumers and the flexibility of working hours such as FIFO and shift workers”
– Survey respondent, Far North Queensland

PUBLIC HOLIDAY TRADING

Public holiday trading in Queensland varies across the state. Currently, there are 5 restricted days in South East Queensland, 4 restricted days in selected towns and tourist areas and 11 restricted days across the remainder of the state. The framework is also more restrictive compared to other Australian jurisdictions.

Despite this complexity, the survey findings suggest the current framework continues to have broad support from the Queensland business community.

Trading hours restrictions in Australia

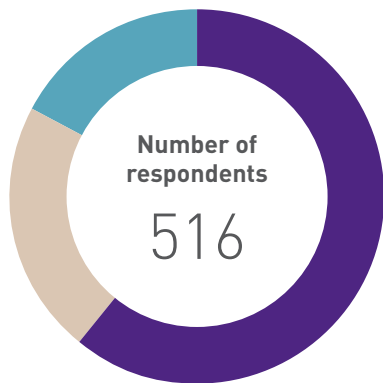
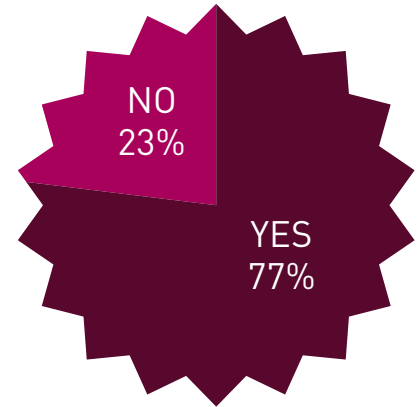
JURISDICTION	MONDAY TO FRIDAY	SATURDAY	SUNDAY	PUBLIC HOLIDAYS
Australian Capital Territory	No restrictions	No restrictions	No restriction	No restrictions
Northern Territory	No restrictions	No restrictions	No restrictions	No restrictions
Victoria	No restrictions	No restrictions	No restrictions	2.5 Restricted Days Good Friday, ANZAC Day (before 1pm), Christmas Day
Tasmania	No restrictions	No restrictions	No restrictions	2.5 Restricted Days, ANZAC Day (before 1pm), Christmas Day
New South Wales	No restrictions	No restrictions	No restrictions	4.5 Restricted Days, Good Friday, Easter Sunday, ANZAC Day (before 1pm), Christmas Day, Boxing Day (Sydney CBD exempt)
South Australia				
CBD Tourist Precinct	Until 9pm	Until 5pm	11am to 5pm	2.5 Restricted Days, Good Friday, ANZAC Day (before 12noon), Christmas Day
Metropolitan shopping district	Until 9pm	Until 5pm	11am to 5pm	10 Restricted Days (all public holidays except Easter Saturday)
Proclaimed shopping districts	Until 6pm (except Thursdays until 9pm)	Until 5pm	Closed	11 Restricted Days (all public holidays)
Western Australia				
South of the 26th parallel (including Perth metropolitan area)	8am to 9pm	8am to 5pm	11am to 5pm	3 Restricted Days, Good Friday, ANZAC Day, Christmas Day, 11am to 5pm on other public holidays
North of the 26th parallel	No restrictions	No restrictions	No restrictions	No restrictions
Queensland				
South East Queensland	8am to 9pm Different extended trading hours apply to CBD, inner city precincts, New Farm area, Gold Coast and Sunshine Coast	8am to 5pm	9am to 6pm	5 Restricted Days, Good Friday, ANZAC Day, Labour Day, Christmas Day
Selected towns and tourist areas	8am to 9pm	8am to 5.30pm	9am to 6pm	4 Restricted Days, Good Friday, Easter Sunday, Anzac Day, Labour Day, Christmas Day
Remainder of State	8am to 9pm	8am to 5pm	closed	11 Restricted Days (all public holidays except Easter Saturday)



WOULD YOU SUPPORT SOUTH EAST QUEENSLAND BEING TREATED AS ONE TRADING ZONE?

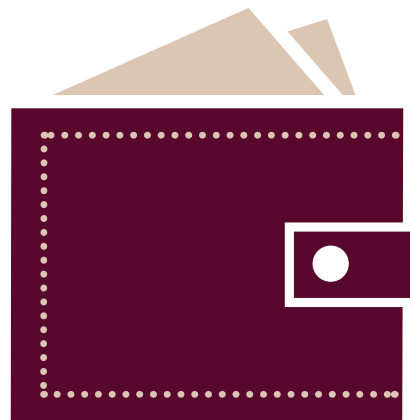
SURVEY SAMPLE

The analysis undertaken by CCIQ in the preparation of this report is based on survey responses from Queensland businesses as part of the Westpac Group CCIQ Pulse Survey of Business Conditions for the June Quarter 2014. The survey was conducted during 1-18 July 2014.



Respondents by size:

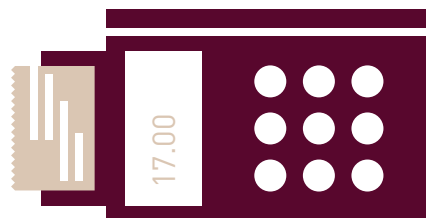
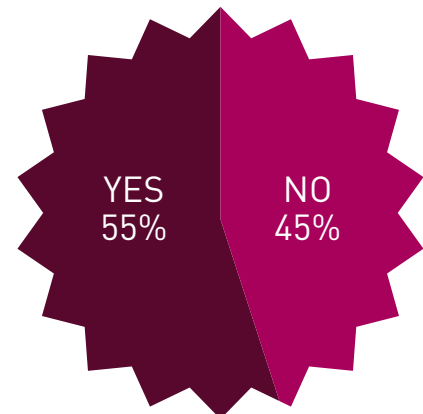
- Small: 61%
- Medium: 22%
- Large: 17%



DO YOU SUPPORT DEREGULATION OF SHOP TRADING HOURS?

TWO-THIRDS OF BUSINESSES INDICATED NO IMPACT ON SALES, PROFITABILITY, EMPLOYMENT AND INVESTMENT IF SHOP TRADING HOURS WERE DEREGULATED

Regional Queensland



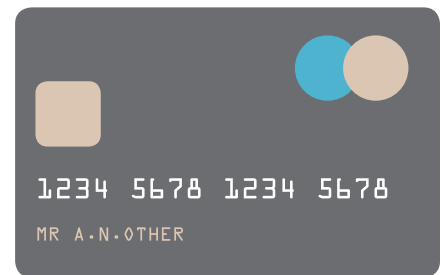


58%

OF SMALL BUSINESSES DIRECTLY INVOLVED IN THE RETAIL SECTOR ARE OPPOSED TO THE FULL DEREGULATION OF SHOP TRADING HOURS



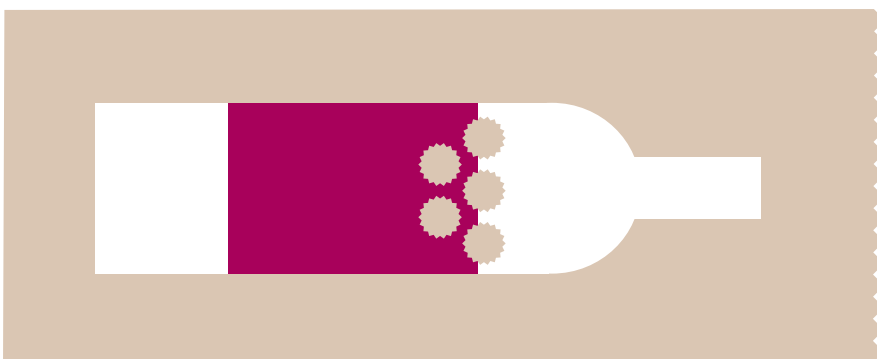
OF BUSINESSES PREFER TO MAINTAIN THE SAME REGULATED TRADING HOURS ON ANZAC DAY



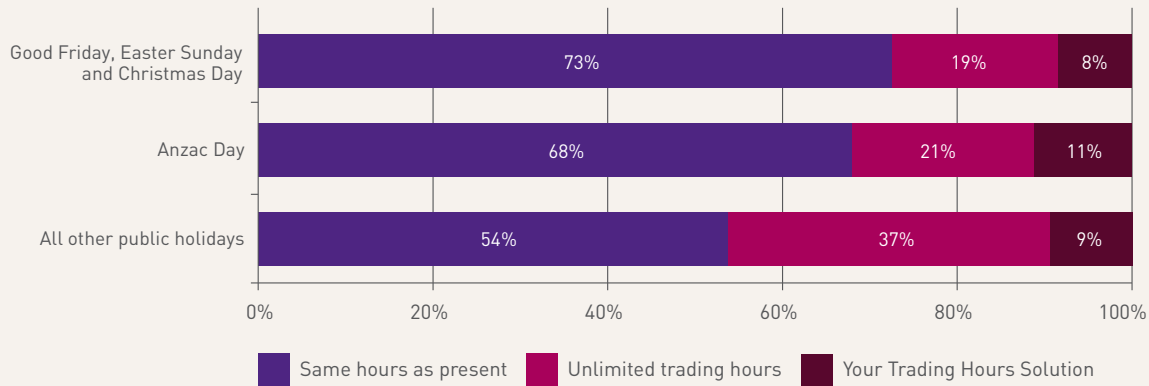
“More hours = more staff, more cost and no increase in sales/revenue - consumers have finite spending power. The money just spreads over more shopping hours”
– Survey Respondent, Brisbane



OF BUSINESSES PREFER TO MAINTAIN THE SAME REGULATED TRADING HOURS ON GOOD FRIDAY, EASTER SUNDAY AND CHRISTMAS DAY



What trading times do you think regulated shops should be allowed to trade in your local area?



When asked about public holidays, the majority of businesses (73 per cent) opt to retain the current regulated hours on Good Friday, Easter Sunday and Christmas Day, while 68 per cent preferred the current allowable hours of trade on Anzac Day. Only one in five businesses nominated unlimited trading for these days. Family time and traditions associated with these public holidays appear to resonate strongly amongst Queensland businesses.

Businesses that selected “Your Trading Hours Solution” in the survey specified opening and closing times for these public holidays that were generally similar to the spread of hours currently allowed. This further supports the case for retaining the status quo for allowable hours on Anzac Day, Good Friday, Easter Sunday and Christmas Day.

There is a greater willingness to change shop trading hours on other public holidays, with a higher proportion (37 per cent) of businesses opting for unlimited trading hours. Of those businesses that support unlimited trading hours, the majority (61 per cent) were located in South East Queensland. Businesses located in South East Queensland were more inclined to support unlimited trading hours across all categories of public holidays.

SCOPE FOR INCREMENTAL REFORM

While full deregulation remains a divisive issue amongst Queensland businesses, there appears to be scope for incremental reform to simplify the current shop trading hours arrangements.

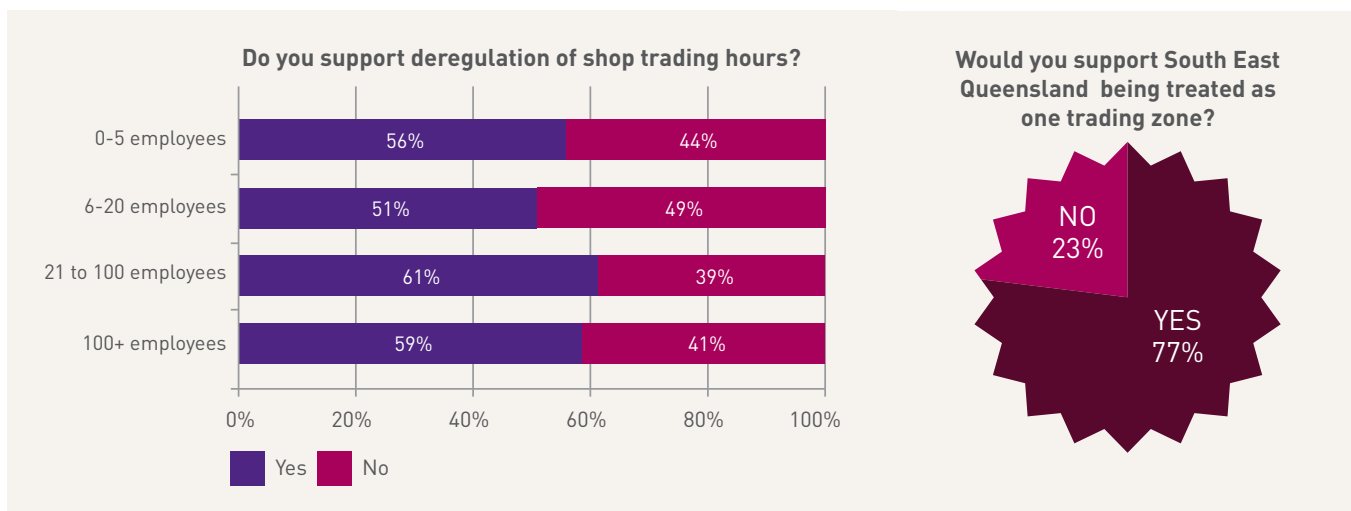
CCIQ considers the shop trading hours debate is often, mistakenly, portrayed as an issue of small business interests versus big business interests, whereas the focus should be on reducing the overall compliance burden of the regulation. Indeed, the survey findings show business views on shop trading hours are similar across all categories of business size. CCIQ believes this result confirms the general preference amongst the business community for reducing red tape, with the complexities and compliance burden of the current trading hours regulation a likely factor influencing all business views.

The complexity of the current shop trading hours framework places a significant compliance burden on businesses. The Office of Best Practice Regulation estimated that the trading hours regulations cost the Queensland economy around \$200 million each year.

CCIQ considers there is opportunity to improve the current regulatory framework so it continues to work as intended in



“NO shop needs to be open on public holidays. Big retailers opening force small business to do the same. The owners/workers should not be made to work these days. Retail is not an essential service”
– Survey Respondent, Brisbane



support of small business competitiveness. Three priority areas for reform include:

1. boundary anomalies;
2. definition of shops; and
3. the process for seeking an exemption.

BOUNDARY ANOMALIES

The current legislative framework establishes geographical trading zones with different allowable trading hours for non-exempt shops.

In South East Queensland, there are six different trading zones, including the Inner city of Brisbane zone, the Heart of Brisbane area (or CBD), the New Farm Area zone, the Sunshine Coast area, Gold Coast Area and Gold Coast Tourist Area zone. These trading zones create significant discrepancies which mean businesses within a five minute drive of each other are regulated differently.

For example, on Saturdays most South East Queensland shops can trade from 8am - 5pm, while CBD shops can trade until 5.30pm, inner city entertainment precinct shops until 7pm and New Farm shops until 9pm. Gold coast and Sunshine Coast shops can trade until 5.30pm on Saturdays, while supermarkets in the Gold Coast Tourist Area can trade until 10pm.

Further anomalies arise in precincts that are not governed by Queensland legislation. For example, shopping facilities at the Brisbane International Airport are able to open whenever they choose because they are located on federal government land and are not subject to Queensland's trading hours framework.

CCIQ's survey results confirm there is a strong case for reforms that would provide greater consistency of trading hours in South East Queensland. The majority of businesses

(77 per cent) located in South East Queensland indicated support for changing the current regulation to treat the region as one trading zone.

This result aligns with CCIQ's longstanding position in support of limited reform of the existing regulatory framework to reduce the complexities and boundary anomalies that are confusing for businesses and create an unnecessary compliance burden.

There are also inconsistencies and boundary anomalies in regional areas through the declaration of numerous tourist zones. In the Cooloola Cove Area, non-exempt shops can trade between 9am and 6pm on Sundays, whereas in the declared seaside resorts zone including Rainbow Beach and Tin Can Bay, there is no Sunday trading. Similarly, supermarket businesses in Cairns CBD can trade until 9pm on both Saturday and Sunday, while supermarkets in neighbouring Port Douglas are restricted to standard hours and must close at 5.30pm on Saturday and 6pm on Sunday.

As there is a common reliance on tourism in these regions, it makes sense for all businesses to be able to capitalise on the extended trading hours. However, CCIQ highlights that merging trading zones across regional Queensland is not as straightforward as is the case in South East Queensland. The various tourist zones are not always adjoining and there may be unique circumstances in each region for prescribing certain trading hours.

CCIQ therefore recommends, in the first instance, that reform focus on merging trading zones in South East Queensland to remove current boundary anomalies. This would involve greater consistency in allowable hours from Mondays through to Sundays, but would exclude any change to trading hours on public holidays.

"I would prefer an 'all or nothing' approach. Different rules all over the place is needlessly confusing" – Survey Respondent, Sunshine Coast.

DEFINITION OF SHOPS

There are significant complexities in the existing categories of 'shop' that makes it difficult for small businesses to determine if they are exempt, independent or restricted in their trading hours. A myriad of factors must be considered such as location, product type, business activities, ownership structures and the number of employees rostered at particular times of the day. Businesses must also consider relevant orders by the Queensland Industrial Relations Commission.

As a result, businesses are spending considerable time and effort to clarify their regulatory requirements and in some circumstances, are unintentionally exposing themselves to regulatory breaches and penalties.

Furthermore, there are unintended consequences with similar types of businesses being regulated differently. For example, restaurants and cafes, bookshops, and souvenir shops are defined as exempt shops and have unrestricted trading hours. Yet, other small retailers such as clothing boutiques, gift shops and household/décor shops must adhere to trading hour restrictions as they are not specifically defined under the exempt category. These discrepancies are exacerbated through the declaration of various tourist areas.

There are also separate orders made by the Queensland Industrial Relations Commission for retail shops that sell boats, motor vehicles and/or caravans. This has resulted in significant discrepancies:

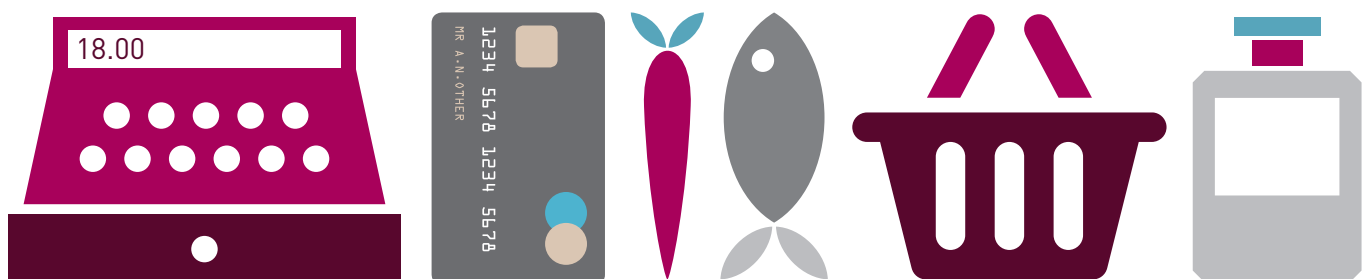
- caravan and boating retailers are forced to close on Sundays, the ideal day of the week for interested parties to inspect and buy, while shops selling camping and marine products are able to trade with unrestricted hours;
- motor vehicle retailers are unable to trade on Sundays, but shops selling motor vehicle spare parts and accessories can open whenever they choose; and
- shops selling non-standard, recreational and household use vehicles (e.g. on farm quad bikes, off-road motorcycles and ride on lawn-mowers) are unable to open on Sundays, yet large hardware stores that sell these or similar vehicles have unrestricted trading hours.

The current regulatory framework also acts as a disincentive to small business expansion. The definition of 'independent' shop creates a disincentive to hire casual staff as only up to 20 employees can be on the shop floor at any one time. It also discourages investment to expand operations by limiting capital to only single operators or private companies. In some instances small business are deliberately structuring themselves to satisfy and remain within the independent shop criteria. Queensland businesses have noted that the ability to employ additional staff and offer a higher level of customer service is a marketing tool and point of difference for independent retailers.

CCIQ believes the current categories of shop should be simplified to provide greater clarity to retail businesses about the allowable hours of trade and ensure that similar types of small businesses are regulated fairly.

CCIQ suggests establishing just two shop categories – 'exempt' shops and 'non-exempt' shops. A new definition for non-exempt shop would be required with the criteria having regard to the structure of the Queensland retail industry. A useful starting point for defining a non-exempt shop may be employment levels (e.g. a shop with 250 or more employees). CCIQ urges prioritisation towards consistency with other Australian jurisdictions for defining a non-exempt shop.

This approach has the advantage of providing greater clarity on the types of shops that would be considered exempt. All shops that are outside the scope of what is defined as 'non-exempt' would, by default, be considered an exempt shop and have unrestricted trading hours.



PROCESS OF SEEKING EXEMPTION

The current exemption process has an unintended consequence of reinforcing the market dominance of the majors. This is because the process and associated cost of seeking an exemption can be prohibitive and prevents some small operators from trading under the arrangements they desire.

A retail business seeking an exemption must gather specific evidence and provide opportunity for community consultation at the business' own expense before having their case heard before the Queensland Industrial Relations Commission. The costs of public notices and advertising as well as business staffing hours in preparing relevant paperwork are also significant.

The finances and resources required to go through lengthy application processes for exemptions acts as a deterrent for small retailers, who often have to settle for the loss of trade.

The majority of exemption applications to the Queensland Industrial Relations Commission are from the National Retail Association and large retail chains, seeking extended hours and Sunday trade.

Therefore, the exemption process is not having the desired outcome. Due to the high complexity, lengthy public notice periods and significant upfront costs the process has, in effect, acted to further restrict and disadvantage small retailers. CCIQ believes that establishing a clear definition for a non-exempt shop would effectively avoid the need for small retailers to seek exemptions.

In addition, the exemption process should be streamlined to afford adequate opportunity for small retailers to express their views about non-exempt shop applications considered by the Queensland Industrial Relations Commission.

“Shopping centres in Townsville open from 11am on Sundays. Independent shopping precinct in Townsville CBD has no time restriction. A significant portion of their income is made on Sunday mornings, between 7am and 11am, from people attending the local open air market. It is one of the points of difference they have from other shopping precincts. Opening shopping centres from 9am on Sundays would remove that difference and place the burden of lost income on independent retailers” – Survey Respondent, North Queensland

“Large retailers already have competitive advantage, skew the competition field and drive prices to meet their needs due to pressure on their suppliers. There may be short term advantage in a pricing war but long term competition would be reduced. The demise of small business would be detrimental to the national community, the family unit. There is no need for a shop to be open all hours. People in whatever employment have an ability to shop to meet their needs now” – Survey Respondent, Sunshine Coast

CCIQ RECOMMENDATIONS

CCIQ does not support the full deregulation of shop trading hours in Queensland. We believe that in the absence of any other reform, continued regulation of trading hours is necessary to ensure the competitiveness of Queensland small businesses. However, there is considerable scope to improve the current framework to remove unnecessary compliance costs for small businesses and ensure that the regulation continues to efficiently and effectively meet its intended objectives.

Accordingly, CCIQ recommends that the Queensland Government conduct a limited review of the Trading (Allowable Hours) Act 1990 and the Trading (Allowable Hours) Regulation 2004. Priority consideration should be given the following matters:

- ensuring the objectives of the legislation are current and reflect the need to support small business competitiveness;
- merging the different trading zones in South East Queensland into a single trading zone, with one set of allowable trading hours for Monday through to Sunday and public holidays;
- simplifying the existing categories of shop by establishing a definition for 'non-exempt' shop;
- clarifying that all shops outside the scope of what is defined as a 'non-exempt' shop would be considered an 'exempt' shop and have unrestricted trading hours;
- reviewing any anomalies that currently regulate similar types of retailers differently and create unintended trading disadvantages for small businesses;
- modifying the exemption process to improve participation by small retailers, ensuring that the views of these businesses are considered by the Queensland Industrial Relations Commission; and
- improving small business understanding of the regulated trading hour framework through easily accessible and digestible information and educational resources.

These incremental reforms will deliver benefits by simplifying the administrative burden for government and reducing compliance costs for the business community.



ABOUT CCIQ

For almost 150 years, we've been taking care of business in Queensland.

WE LISTEN TO YOU, AND THEN WE SPEAK.

Through influence and persistence, we are a loud and clear voice for Queensland business to the media and every political party.

WE WORK HARD FOR YOU.

Business is the engine of our nation's economy, and we are tireless in our efforts to ensure governments at all levels create the best possible conditions for your business to succeed.

WE MAKE YOU MORE COMPETITIVE.

Through industry-certified training, we skill your workforce and enhance your business performance.

WE KEEP YOU SAFE.

We comprehensively protect our members by providing members-only hotlines on OHS, workers' compensation and employee relations, as well as expert legal services.

WE SHARE WHAT WE KNOW.

We keep our members up to date by sharing real business intelligence and research.

WE NETWORK SO YOU CAN GROW.

We create business networks and commercial partnerships so you can leverage your membership into opportunities for your business to reduce costs and grow

BECOME A MEMBER OF CCIQ

It doesn't matter whether you're a new business or at the big end of town. Either way, your membership buys you the knowledge, protection and power that come from belonging to

QUEENSLAND'S LEADING BUSINESS BODY.

Your membership with CCIQ comes with exclusive benefits

PROTECTION

Your membership buys you instant, over-the-phone support from our Employer Assistance Line.*

NEWS

Inform, our monthly member magazine, will be delivered to your inbox.

RESEARCH

Use your exclusive access to our quarterly Pulse research into Queensland business sentiment to set future plans with confidence.

KNOWLEDGE

You'll receive free access to our regular webinars, seminars and policy reports.

NETWORKS

Events, held frequently throughout the state, are ideal opportunities to build your networks.

MYCCIQ

Your membership gives you access to our special member portal, where you can search our extensive resources, manage your account and book training and events.

OFFERS AND TRIALS

As a member, you're offered free product trials and heavily discounted partner offers.

PROMOTION

We list participating members in our exclusive CCIQ Member Directory.

* Not available to Opportunity members.

To find out more about becoming a member of CCIQ, visit www.cciq.com.au/join or call **1300 731 988**.

For general enquiries,
please call **1300 731 988**.

For the Employer Assistance
Line, please call **1300 731 988**.



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