

**SMALL  
BUSINESS  
DEVELOPMENT  
CORPORATION  
ANNUAL  
REPORT**

**08**



# CONTENTS

<b>2</b>	<b>Chairman's Report</b>
<b>4</b>	<b>Managing Director's Report</b>
<b>6</b>	<b>Role, Mission, Goals And Values</b>
<b>8</b>	<b>Organisational Structure</b>
<b>9</b>	<b>Snapshot Of Small Business In Western Australia</b>
<b>11</b>	<b>Significant Issues And Trends</b>
<b>12</b>	<b>Looking Ahead – The Future</b>
<b>14</b>	<b>Executive Summary</b>
<b>22</b>	<b>Report On Operations</b>
<b>22</b>	<b>Goal 1: Better Services</b>
<b>32</b>	<b>Goal 2: Jobs and Economic Development</b>
<b>42</b>	<b>Goal 3: Lifestyle and the Environment</b>
<b>44</b>	<b>Goal 4: Regional Development</b>
<b>51</b>	<b>Goal 5: Governance and Public Sector Improvement</b>
<b>65</b>	<b>Performance Indicators and Financial Statements</b>
<b>101</b>	<b>Glossary of Terms</b>