

Industry and Community Partnerships

CITEC has a long-standing commitment to supporting community and industry initiatives.

Industry Involvement

CITEC has corporate membership of a wide range of industry organisations and associations. By accessing the professional support and resources of these bodies, CITEC ensures its services and solutions continue to meet best practice and evolve with industry trends. Our memberships cover organisations such as:

- Australian Computer Emergency Response Team (AusCERT);
- Australian Information Industry Association (AIIA);
- IT Service Management Forum (itSMF);
- BECS Advisory Council;
- Women in Technology (WIT);
- Committee for the Economic Development of Australia (CEDA);
- The Chartered Institute of Purchasing & Supply Australia (CIPSA); and
- Help Desk Association Australia.

BECS Advisory Council

The Australian Payments Clearing Association (APCA) is a public company established to provide accountability for key parts of the Australian payments system. Its members include banks, building societies, credit unions and other organisations participating in the Australian payments environment.

Of the five payment clearing systems that operate in Australia, three are supported by Advisory Councils. CITEC has participated on the Bulk

Electronic Clearing System's (BECS) Advisory Council since early 2002 and our representative was elected as chair of the council for 2003 and 2004. Council members provide opinion, advice and information to the BECS management committee on matters related to the bulk electronic clearing system. During the 2004 and 2005 terms CITEC's representative also participated in several specialist working groups to investigate areas of interest to the BECS management committee.

Industry Information Sharing and Development

During 2004/05 CITEC staff contributed to industry development through membership and active participation in industry and academic forums such as the IT Service Management Forum (itSMF Australia) and Queensland-based IT Service Management and Information Security Management User Groups. A CITEC staff member is the current chairperson of the local Queensland branch of the itSMF.

CITEC staff presented a number of papers at local industry conferences and events. The topics included the approach CITEC took to achieving formal Information Security Management System AS/NZS 7799.2:2003 certification and the organisational change aspects of improving ICT service management practices.

CITEC is also a member of the Queensland Wireless Cluster which is focussed on assisting the growth and promotion of locally-based companies involved in the development and manufacture of wireless technologies. Through this membership, CITEC gains understanding of the capabilities of companies involved in wireless telecommunications activities in Queensland which assists us in facilitating solutions for our customers.

Caring for the Environment

CITEC is committed to keeping the environmental impact of its day-to-day operations to a minimum in a sustainable, financially rewarding and technically feasible manner. Recycling initiatives have been in place for more than 20 years with the disposal and destruction of excess paper and data cartridges carried out under security controlled conditions.

CITEC is a participant in the RICOH 'Close the Loop' recycling program. All used cartridges from printers, photocopiers and fax machines are returned to RICOH for recycling into products such as park benches, rulers and wastepaper baskets.

In keeping with CITEC's corporate philosophy of supporting community and industry initiatives, surplus computer equipment is made available to charities.



CITEC staff contribute to industry development through membership and active participation in industry and academic forums



CITEC sponsored the Queensland Theatre Company production of Copenhagen. (L-R) John Gaden, Robert Menzies

(Photo credit: Rachelle Roberts)

Community Involvement

Young Achievement Australia (YAA)

CITEC's sponsorship of Young Achievement Australia is now in its eighth year. Through our support for YAA, CITEC is helping young Queenslanders develop their business and IT skills.

YAA provides a range of enterprise education programs providing students with the opportunity to experience real life business situations. Students participating in the program are required to form real companies, develop organisation structures, raise capital, market and sell their products and, finally, liquidate the companies. With generous support from sponsors such as CITEC, YAA supports approximately 3,000 students from 125 educational institutions throughout Queensland and 15,000 students from 700 educational institutions nationally.

CITEC has been a major sponsor of YAA since 1998. CITEC's support of YAA in 2004/05 included sponsorship of various regional awards and ceremonies, as well as the CITEC Queensland Business Person of the Year Award. As part of our sponsorship we also provided mentors to the students to guide them through the process of setting up and running a successful business. These mentors attended regular meetings with the students, providing advice and guidance to maximise the success of the students' businesses.

Queensland Theatre Company

CITEC's sponsorship of the Queensland Theatre Company (QTC) continued for the first half of 2004/05. As the major information technology services sponsor of QTC, CITEC provides software and hardware, networks and desktop support. CITEC's relationship with QTC began in 1996 and has allowed QTC to achieve significant efficiencies in its business operations, enabling the company to focus on its core business of creative staged events. During 2004 CITEC was a major sponsor of the QTC's production of Copenhagen.

Corporate Philanthropy

Going Casual for a Cause

CITEC staff raised more than \$7,600 in 2004/05 by taking part in themed 'casual for a cause' days. This included donations of over \$2,000 to organisations providing relief to those affected by the Boxing Day tsunami and more than \$2,000 raised by CITEC participants in the Leukaemia Foundation's World's Greatest Shave for a Cure Day in 2005. Some of the other charities supported by CITEC staff have included:

- The Hear and Say Centre;
- The Abused Child Trust;
- Brisbane Youth Services;
- The Smith Family;
- Westmead Children's Hospital;
- The Starlight Foundation; and
- The Cancer Council of Australia.