

COMMERCIALISATION | COLLABORATION | INNOVATION

AIC ANNUAL REVIEW 2010/11



Australian Institute  
for Commercialisation

→ INNOVATION → OUTCOMES → GROWTH



## THE AIC'S JOURNEY...

**2002 THE AIC WAS BORN!** Established to provide innovation and collaboration services to help organisations grow by working with entrepreneurs, businesses, research organisations and governments to convert ideas or intellectual property into successful business outcomes.

**2003 FIRST AIC COMMERCIALISATION BOOTCAMP HELD.** Commercialisation Bootcamps are held across Australia and Malaysia, educating more than 1,300 researchers to date on the various stages of the commercialisation process.

**2004 FIRST TECHFAST® COLLABORATION CONCLUDED.** TechFast® was established to connect the right business and research stakeholders together to obtain "that market edge" and is now worth \$355 million annually to the Australian economy.

**2005 THE IDEAS2MARKET SMALL BUSINESS PROGRAM WAS ESTABLISHED.** Almost 1,500 entrepreneurs have now been assisted in taking their ideas to market through these workshops.

**2006 AIC GOES INTERNATIONAL WITH COMMERCIALISATION CONSULTANCY.** The AIC now works with government agencies in Malaysia and Korea to provide commercialisation and innovation program support.

**2007 ONLINE INVENTOR SERVICE LAUNCHED.** The AIC developed a web-based self-help system to provide the resources needed for innovators to assess and prepare their ideas for market entry, with more than 400 innovators supported through the service to date.

**2008 INNOVATION COACHING PROGRAM LAUNCHED.** The program assists businesses to identify the best opportunities and solutions and mentors them to reach their goals. Almost 500 SMEs have been mentored through the program since its conception.

**2009 FIRST TECHCLINIC® HELD TO EXAMINE CLEAN TECHNOLOGIES.** AIC TechClinics® enable firms in particular sectors to pursue specific opportunities in coordinated and united ways and have been held across numerous sectors including tourism, food processing and clean energy.

**2010 \$374M ANNUAL VALUE TO AUSTRALIAN ECONOMY FROM AIC PROGRAMS.** An independent economic report estimates that innovation services provided to business by the AIC since 2004 will generate up to \$374 million per year in the economy through additional business turnover, exports and new jobs.

**2011 AIC COMMERCIALISATION BLUEPRINT LAUNCHED INTERNATIONALLY.** The Commercialisation Blueprint is a freely available, open source online tool designed to guide innovators through the commercialisation process.

**AIC MERGES WITH QMI.** The AIC combines with QMI Solutions to be part of a larger group to form Australia's premier business improvement and innovation support organisation.

# AUSTRALIA, THERE IS A PROBLEM!

Over the past decade, Australia's productivity has continued its decline and failed to keep pace with that of other countries. Governments of all persuasions have encouraged the growth of a knowledge economy, with innovation seen as a solution to lifting national productivity. Meanwhile, our Asian neighbours have been very active in promoting R&D and its application in industry, ensuring their success in what is becoming an international "race to the top".

Some argue that the structure of the Australian economy is such that our companies by nature are not particularly suited to the pursuit of R&D. This is particularly so of SMEs. However, this view is a dangerous excuse for inaction. Where Australian industries have made a bold attempt to be innovative they have been remarkably successful. Getting the policy settings and the national culture right is a major challenge for government, industry and research organisations. No more is this so than in building strong linkages between the private and public sectors.

Establishing Australia as a "first-tier innovator nation" requires a systematic upgrade to the Australian innovation and commercialisation environment. Such an environment is a result of a combination of factors such as well-trained people, an innovation-oriented corporate investment climate and greatly improved collaboration between research organisations and businesses.

The quality of Australia's research is among the best in the world. We demonstrate less success however, in the process of converting our research into positive social and economic outcomes. The AIC delivers a range of initiatives to help overcome the impediments to this process. Specifically, the AIC is working to improve the skills required to better commercialise intellectual property, developing programs to improve collaboration, and making policy recommendations to encourage and assist commercialisation. To that end, we seek to encourage a culture that embraces outcome-based research, collaboration with industry, and sensible calculated risk-taking behaviour. We also work with companies that are at the product end of R&D, helping them to improve products through sustained innovation.

In particular, most current attempts at converting invention to innovation are based on "technology push" i.e. the creator of intellectual property (IP) attempts to sell the application or idea to new users. The AIC has a unique opportunity to stimulate demand for new research and knowledge using a market-pull approach, because of its commercialisation skills, access to governments, knowledge of the national research capability, and its networks and linkages. By engaging in market-pull commercialisation activities, the AIC is stimulating a nationwide marketplace for ideas and research, where IP is more readily available, accessible, and matched to actual market demand.

## NINE YEARS OF ACCELERATING COMMERCIALISATION

The AIC celebrated nine years in 2011. One year short of a decade, during which time business investment in R&D will have doubled. Business intent to convert knowledge into products and services, the step we call commercialisation, will mirror that as well.

This review describes how the AIC has contributed to that achievement. For example, our TechFast® program first pioneered the concept of 'demand-pull' commercialisation in 2004, helping businesses use research to solve their problems or grow their markets. It seems obvious now, but nine years ago, commercialisation of research was principally about universities pushing intellectual property (IP) out to new start-up companies, or seeking licensees with specific use for that IP. Adaptation of IP at the request of existing small businesses was simply not part of the landscape. The concept of demand-pull and our TechFast® program has since been replicated by numerous governments in Australia and globally, as a way of helping small firms innovate and remain competitive.

The AIC's TechClinic® program has also received wide acclaim. TechClinics® have helped to establish new value chains and assisted small businesses understand where they fit in that value chain, and how they best contribute. Such collaboration for the transfer of intellectual property and skills for commercialisation is often better known by its more common name, open innovation. Our TechClinic® methodology was recently considered a global first by the International Commercialisation Alliance at its inaugural March meeting in Ottawa.

Since it began, the AIC team has helped more than 2,000 companies across Australia, educated nearly 3,000 individuals through its Commercialisation Bootcamps and Ideas2Market programs, put together over 250 collaborations between industry and research organisations or other businesses, and helped establish new value chains in sectors such as cleantech, energy, and agriculture.

Independent economic analysis has shown that the impact of this is impressive. TechFast® alone has added over \$350M in company revenues to the national economy each year, and created up to 1,100 new jobs.

However, the AIC story and our contribution is just beginning. The AIC is combining with QMI Solutions to be part of a larger group to form Australia's premier business improvement and innovation support organisation.

# BUILDING COMMERCIALISATION CAPACITY

For commercialisation to succeed, an entrepreneur or company must have the ability to execute on their ideas. In open innovation systems, where a business must integrate research and knowledge from a variety of sources, the business must also have good absorptive capacity, so it can adopt and apply that knowledge.

Both depend on the processes and prior knowledge a company already has, but also on the ability of its people. Skills to develop that ability can be learned, and the AIC has a range of professional development programs to help ensure successful commercialisation.

Our programs focus on innovation, collaboration and business growth, and have been delivered with great success to thousands of entrepreneurs, universities, cooperative research centres (CRCs), industry associations and government agencies across Australia and overseas.

**Ideas2Market**, an initiative of the Queensland Government's Department of Employment, Economic Development and Innovation, provides innovators and small-to-medium-enterprises (SMEs) with information and skills to improve their commercialisation capability.

**Commercialisation Bootcamps**, an intensive professional development program for researchers and research managers, introduces participants to the various stages of the commercialisation process, from structuring a research program through to realising the potential of commercial outcomes in the market.

**Tailored programs**, offer specialist subject areas including collaboration, negotiating technology deals, pitching your idea, creativity and innovation, strategic intellectual property (IP) management, new product development and strategic business planning.

## THE YEAR IN REVIEW

During 2010-11, almost 800 people have attended an AIC program to build commercialisation skills, helping to improve the commercialisation capacity of their organisations. Among them include almost 200 national researchers, and more than 100 entrepreneurs and small business owners from a diverse range of sectors seeking to enhance their capacity.

## REFLECTION

Australia's very first Commercialisation Bootcamp was jointly created with UniQuest and delivered in May 2003. The Chief Scientist at the time, Dr. Robin Batterham, opened by inspiring a group of forty university researchers from the University of Queensland to learn more about commercialisation. Since then, over 1,300 researchers have attended an AIC Bootcamp, in a format that has been replicated by numerous other research organisations. As a result, research culture has changed to be more accepting of the need for industry engagement and commercialisation in a research organisation.

Based on this success, in 2005 the Federal Government asked the AIC to develop the curriculum for its Commercialisation Training Scheme (CTS), now competitively offered on a scholarship basis to any interested postgraduate researcher in Australian universities.

*An Ideas2Market workshop*



“I found the day very informative, also validating the route I am taking in my new venture and inspiring me to follow through with ideas on marketing strategies that have been procrastinating!”

Anna Franceschini | Finishing Touch Event Design and Décor

“I had previously sought other avenues but did not gain the support I needed. Since engaging with this service I have received a number of valuable leads and opportunities that I have acted upon. The support I have received has been a great help. I would thoroughly recommend this service to others who might travel this “mine field””

Dr Ron Roberts | Chiropractor

“This was extremely helpful for me to clear certain doubts that I had earlier about commercialisation and patent rights.”

Subhash Hathurusingha | CQ University

# CREATING PARTNERSHIPS



Traditional commercialisation of university research involves 'technology push', whereby a university commercialisation office creates a new company. The challenge with creating such a start-up company is to obtain finance and create delivery capability and channels to market from scratch.

On the other hand, if an existing firm is already successful in the same markets, such capabilities will already be in place. Unfortunately, most firms have no relationship with a university or research organisation – a relationship that could help the firm to solve a problem or develop new products or services to seize new market opportunities while at the same time helping the university commercialise its IP.

As an independent intermediary, the AIC has successfully helped potential partners identify each other, build trust, negotiate expectations, and work effectively in an open innovation model that delivers value, outcomes and growth. The AIC's extensive networks across both industry and research have been instrumental in coupling partnering organisations on both the "demand" and "supply" sides of commercialisation.

## THE YEAR IN REVIEW

During 2010-11, more than 150 commercialisation focused partnerships have been created from the AIC's collaboration initiatives. Our collaboration initiatives include both TechFast® (between firms and research organisations) and TechClinics® (partnerships along industry value chains).

The AIC's TechFast® program alone, since its conception, has provided hands-on assistance to more than 250 businesses around Australia seeking to solve product or service issues, access technical capabilities, or pursue new market opportunities.

In addition to its own TechFast® program, the AIC has also provided collaboration facilitation on behalf of the Enterprise Connect, Clean Technology Innovation Centre, a Federal Government program that assists SMEs developing or commercialising renewable energy or clean technology products and services.

With the support of Enterprise Connect, the AIC worked with these businesses in identifying and creating partnerships with other organisations able to provide the technical and commercial expertise and networks needed to grow their businesses.

## REFLECTION

The AIC was the first organisation in Australia to formalise specific demand-driven knowledge transfer and commercialisation with its TechFast® program in 2004. Commercialisation globally is now embracing knowledge transfer into existing companies and exploiting their demand for novel solutions. The recent emergence of Innovation Voucher Schemes around Australia, and the Federal Government Researchers in Business (RIB) program, which have emulated the TechFast® approach, are proof of TechFast®'s success.



“I have downloaded the AIC Commercialisation Blueprint content and the AIC Commercialisation Process Methodology overview. This I am sure will prove to be an invaluable resource and I commend the AIC for making the resource available to the many innovators and entrepreneurs who so desperately need a framework to help advance their ideas to the marketplace.”

Peter Cullin | Cullin Innovation Pty Ltd

“It was fascinating to watch decisions and plans being made live, and listening to all the different stakeholders have their say, and talk about the specific barriers they are up against.”

Rachel Purchase | GS Press

### AIC TOOLKITS TO SUPPORT INNOVATORS DISTRIBUTED ACROSS AUSTRALIA

More than 1,500 inventors "toolkits" were distributed across Queensland and to Senators and Federal MPs nationwide as a public resource for budding inventors.

The toolkits provide inventors and entrepreneurs with the resources they need to take their first steps in commercialising their idea, and complement the AIC's web-based self-help Inventors Service.

AUGUST

### FRESH WATER POOL SOLUTIONS COMMERCIALISED WITH AIC ASSISTANCE



The AIC assisted swimming pool business Placid Pools in overcoming the challenges associated with the commercialisation of the innovative Eco Splash System – a chemical free fresh water pool solution. The AIC's Ideas2Market workshops and Innovation Coaching program provided knowledge and guidance on intellectual property protection, innovation strategy and referrals that encouraged the business to develop the innovation.

OCTOBER

### AIC COMMERCIALISATION PROGRAMS WORTH ANNUAL \$374M TO AUSTRALIA

A report by AEC Group, an independent economic consultancy, estimates that innovation services provided to business by the AIC since 2004 will generate up to \$374 million per year in the economy through additional business turnover, exports and new jobs.

DECEMBER

JULY

### COMMERCIALISATION EDUCATION IN MALAYSIA

An AIC Commercialisation Bootcamp was delivered in collaboration with AKEPT (Agency for Higher Education Leadership) to enhance the commercialisation education of senior academics and researchers across Malaysia.

SEPTEMBER

### ACADEMIC CREDIT FOR AIC PROGRAM



In recognition of the AIC's contribution to improving commercialisation outcomes, the University of Adelaide's ECIC Centre for Innovation will now provide credit to AIC Commercialisation Program participants. On successful completion of the program, participants can apply for credit to contribute towards the Masters of Science and Technology Commercialisation degree at the University of Adelaide.

NOVEMBER

### WORKING WITH LEADING ENERGY SUPPLIER TO REDUCE ELECTRICITY DEMANDS

The AIC has been working to help electricity supplier Energex develop a new service that will incentivise consumers to reduce electricity demand during peak afternoon hours.

The AIC's role has been to work with the air conditioner and pool pump industries to introduce and trial suitable new technology, and to help plan for the commercialisation of new demand management services over the next few years.

JANUARY

### AUSTRALIAN AND EUROPEAN EXCHANGE OF INNOVATION AND COMMERCIALISATION KNOWLEDGE



The AIC engaged in a six month exchange program with the Austria Wirtschaftsservice (aws), Austria's national business assistance organisation. The AIC's Director of Industry Collaboration spent time in Vienna, while an aws Senior Manager of Commercialisation and Intellectual Property Management spent six months with the AIC.

## NATIONAL SCIENCE WEEK TV SERIES TURNS RESEARCH INTO REALITY



As part of National Science Week's documentary series "From Research to Reality" showcasing scientific, technical and entrepreneurial genius, the AIC worked with several Queensland businesses to produce two episodes entitled "So you have an idea – now what?". These episodes focus on the progress of three AIC clients along their innovation journeys in taking innovative products to market. The series was launched in an Oscars-style ceremony at the AIC.

FEBRUARY

## TECHCLINIC® LIGHTS THE WAY FOR GREATER ENERGY EFFICIENCIES



An Enterprise Connect Clean Technology Innovation Centre (CTIC) TechClinic® was held in Sydney to explore how innovations in lighting and control systems increase building energy efficiency. The TechClinic® focused on answering the question "How can innovations in lighting and control systems further increase building energy efficiency?"

APRIL

## SUPPORTING CRC IN ITS TRANSITION TO A SUSTAINABLE ORGANISATION

The AIC worked with the Cooperative Research Centre for Infrastructure and Engineering Asset Management (CIEAM) to develop its transition plan from a CRC to an independent sustainable organisation.

The AIC's approach to business modelling, market research, and industry engagement has been used to help CIEAM develop strategies as its funding from government declines.

JUNE

MARCH

## AIC JOINS NEW INTERNATIONAL ALLIANCE CREATED TO FURTHER COMMERCIALISATION OF RESEARCH

An alliance has been created at the inaugural Innovation Commercialisation Forum in Canada to better capitalise on the commercialisation potential of publicly funded research and to enhance the state of innovation, by sharing ideas internationally.

The Alliance's first project is to enhance the AIC's Commercialisation Blueprint.

MAY

## THE AIC COMMERCIALISATION BLUEPRINT: A FREELY ACCESSIBLE ONLINE TOOL FOR INNOVATORS



The AIC released its Commercialisation Blueprint to innovators worldwide. The Commercialisation Blueprint is a freely available, open source online tool designed to guide innovators through the commercialisation process. The tool was initially designed for internal use, developed to provide a progressive framework for our customers, and to provide an empirical method of documenting progress along the commercialisation journey.

# INCREASING SMALL BUSINESS INNOVATION



Over its life, the AIC has been providing SMEs with leading practice advice and professional services that enhance commercialisation capability and convert ideas into market outcomes.

One of our core programs for SME growth is Innovation Coaching, which draws on our own skills and our network of partners. Innovation Coaching has resulted in:

- ➔ Revenue growth and increased market share from new product or service development;
- ➔ Increased business development opportunities from using the AIC's innovation networks;
- ➔ Entry into new value chains;
- ➔ Improved negotiated outcomes from collaborations;
- ➔ Cutting edge or improved products and services that meet customer needs, derived from research sourced through the AIC's network of research organisations;
- ➔ Improved skills and effectiveness from better understanding, recognition, and utilisation of IP.

## THE YEAR IN REVIEW

During 2010-11, the AIC has worked with more than 150 SMEs to help them achieve their outcomes, across a range of sectors and industries such as advanced manufacturing, agriculture and healthcare.

Through its Innovation Coaching program and the broader Queensland-Wide Innovation Network, the AIC helped Placid Pools, a swimming pool designer and manufacturer in Cairns, overcome the challenges associated with commercialisation of their innovative chemical free fresh-water pool solution. By providing knowledge and guidance on intellectual property protection, innovation strategy and linkages with specialists at James Cook University, the firm has vastly expanded its sales.

## REFLECTION

When the AIC was first conceived, small to medium enterprises (SMEs) had long been overlooked as a direct target for government programs encouraging innovation, which focussed instead on improving the overall business environment.

The AIC's Innovation Coaching program was first introduced to help Queensland SMEs in 2009. The program works with SMEs in a number of industry sectors, helping company management to "think outside the box" to grow their business or develop new products and services. In addition, the AIC refers companies to other service providers in its wider partner network for other specialist services. Many clients are now enjoying the results of business model transformation and product innovation; firms such as Polymedic on the Gold Coast or B&C Plastics in Brisbane.

Today, it is widely acknowledged that SMEs are important stakeholders in innovation not only because of their number and economic contribution, but because they stand to gain the most from innovating. More importantly, existing local SMEs can be critical in the incubation of new technologies or knowledge because they are frequently locally owned and "stick" to a region. Established SMEs that are innovative will be seeking to acquire complementary assets rather than to establish operations from scratch, and are increasingly becoming an important driver of national innovation. The Federal Government's Enterprise Connect program has recognised this by now offering innovation services, as more SMEs develop the absorptive capacity required to capitalise value.

“What an eye-opener that was! I can't say thank you enough for all the doors that the AIC helped open for us. It feels quite daring, and at times chaotic enough to make a leap of faith with any new invention, but even more daunting to know all the steps necessary to put it to market and make it a success. We appreciate the AIC's fantastic support and can only strongly recommend to be part of the Innovation Coaching program to any fellow business!”

Joe Spelta | Owner, Placid Pools

“These kits are packed with information to close the gap between having a bright idea and actually turning out a product ready for the market. Aside from one of these kits, all an inventor needs is the inspiration to dream up a concept and the perspiration to develop it properly.”

Steven Ciobo MP | Member for Moncrieff QLD

# VALUE CHAINS IN COMMERCIALISATION

The value chain refers to a network of connected activities that are performed by multiple organisations to design, produce, market, deliver and support products and services. As corporations have become less vertically integrated, adopted open innovation, and embraced globalisation, most value chains today cross organizational boundaries and consist of many firms, loosely linked but interdependent on each other.

Value chains are a useful model to describe how a product or service is developed and ultimately utilised i.e commercialised. When a value chain lacks transparency, or is fragmented, or perhaps does not yet exist (for instance, in a new industry sector), the commercialisation of new ideas can stall and innovation can be stifled because small firms find themselves unable to offer fully integrated products or to access markets on their own. Small business frequently lack the networks needed to identify new value chains, or those outside their core expertise.

The AIC, as an independent intermediary, spans multiple industry sectors, with extensive networks across both research organisations and business – the generators and users of intellectual property. AIC TechClinics® form an integral part of our Industry Innovation Framework, which also includes R&D Forums, Value Chain mapping and Collaboration Facilitation.

The Framework is a facilitated process driving innovation and collaboration between firms, to solve industry challenges and take advantage of emerging opportunities.

## THE YEAR IN REVIEW

During 2010-11, a range of TechClinics® and R&D Forums have been held across a wide range of sectors. Topics include:

- ➔ Mastering supply chain integrity in the Australian food industry
- ➔ Cool solutions to reduce energy costs
- ➔ Cleantech in tourism - Manage your waste to save money
- ➔ Driving aquaculture productivity

One such TechClinic® was an Enterprise Connect Clean Technology Innovation Centre TechClinic® which proceeded an R&D Forum and focused on the question “What are the options available to the market and technology providers to improve ground source heat pump (GSHP) and direct use geothermal energy’s value and availability?”. This resulted in a number of outcomes and actions including the approval by Standards Australia’s, Standards Development Committee to support the development of GSHP installation standards.

## REFLECTION

First developed in 2009, the AIC Industry Innovation Framework process can restore, reorganise, or assemble value chains in existing or emerging industry sectors through a structured, facilitated series of industry workshops. Successful new initiatives – ranging from development of new industry standards to collaborative product development and branding - have been achieved for companies in industries as diverse as energy, mining, tourism, and agriculture.

Value chains have long been overlooked by government innovation programs, which usually focus more on the business environment, rather than on where and how the firm fits within a more extended value chain. However, all firms need “complementary assets” to achieve successful market penetration. The AIC has raised the value chain to feature more prominently in practical innovation policy.



“Entrepreneurs often have to deal with two main issues, making informed decisions which are not based on “gut feelings” and staying in contact with the real world. The AIC workshop certainly caters to new entrepreneur needs in that regard. First by putting them in touch with a network of other entrepreneurs and then by increasing their business acumen. AIC workshops provide strong bases for entrepreneurs to make better educated choices and management decisions.”

Mickael Blanc | Lifehaler

“I heartily recommend the Collaboration Bootcamp workshop. John has a huge store of knowledge and examples to draw on to illustrate the discussion.”

Kylie Radel | CQ University

# WHAT'S HAPPENED TO COMMERCIALISATION?

Every organisation should be measured by the outcomes it achieves for its stakeholders.

Over the past decade, business investment in R&D has nearly doubled but the AIC is only one of many contributors to that result.

To see if we made a difference, we commissioned independent economic research to measure the value of our longest-running program, TechFast®. By surveying our clients, the research showed that the value of TechFast® alone has been over \$350M to the national economy each year in additional business revenue, with up to 1,100 new jobs created. If that's not evidence enough of the importance of government investing in innovation intermediaries such as the AIC, consider this and think back nine years: industry is now beginning to take innovation seriously; researchers are receiving commercialisation skills; the market is demanding new sources of innovation for its projects; SMEs are collaborating for open innovation; and new value chains to market are being assembled. With others, the AIC is proud to have pioneered and facilitated these changes that are now becoming entrenched. Can the momentum continue?

One of the key challenges for anyone attempting to take new opportunities to market is the issue of 'what to do next'.

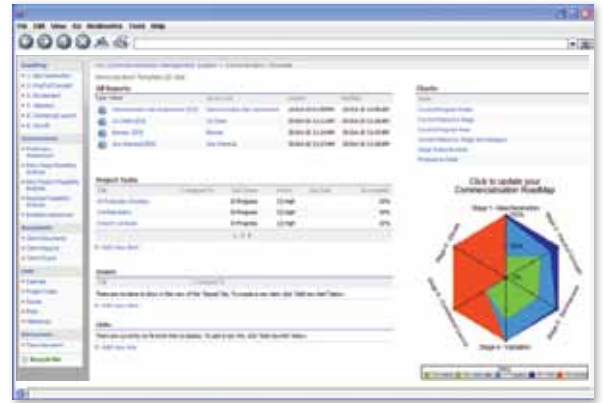
In 2011, the AIC made available to the global commercialisation community a free open source version of its Commercialisation Blueprint. Under a Creative Commons license, anyone can now access the full content of a comprehensive system designed to support the commercialisation journey, from idea generation right through to company growth stage. The Blueprint provides a step by step guide to each stage in the process, and enables innovators and their mentors or government supporters to track, monitor, and report progress. The Blueprint contains a comprehensive suite of software, tools, guides, and templates that answer the "how to?" and "what next?" questions, that entrepreneurs should, but only sometimes do, consider on their path to market.

By opening up much of its core IP for global use, the AIC expects others in the commercialisation and innovation community to benefit from localised improvements to the system that will be re-contributed by users. The AIC itself of course will continue to offer its consulting services and expertise in support of the global community of Blueprint users.

The AIC is becoming noticed on the international stage as innovative in its own right, delivering services in New Zealand, Korea, and Malaysia as well as Australia, and was invited to become Australia's founding member of the Toronto-based International Commercialisation Alliance. AIC's first international staff exchange, with Austrian Wirtschaftsservice, a government agency in Vienna, has resulted in interest from the European Commission in Brussels.

Although international collaborations with Australia on research activities are well advanced, to date these are the only Australian collaborations focussed on commercialisation for economic development that the AIC is aware of.

In mid-2011, the AIC merged with QMI Solutions to be part of a larger group to form Australia's premier business improvement and innovation support organisation. The standard of performance continues to move higher.



“Practical and relevant...free of industry or ‘government speak’ language. Fast paced which was great for the size of our group... Well informed presenters.”

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Gary Fogarty | Innovator

“As a result of attending this workshop I am attempting to make a super effort to actually complete the steps put forward today.”

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Lynne Wilson | Innovator

“I thoroughly enjoyed every aspect of this conference. The facilitators... were very impressive.”

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Karlah Condon | Terra Firma Law

“Very relevant material, speakers knowledgeable and great to listen to. Any business owner/manager would walk away from this with a better idea.”

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Lorraine Rocca | Innovator

“The AIC’s way of transferring knowledge, expertise and skills is absolutely fantastic!”

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RB | iMeasure Pty Ltd





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