

influencing profiling communicating connecting

hygiene products
cosmetics
cleaning agents
toiletries
disinfectants
personal care products
sunscreens
perfumes & fragrances
oral hygiene
adhesives
sealants
protectants



Annual Report 2012-13



accord is recognised

**as the peak representative
body by governments and the
media for formulated products**

members

Consumer, Cosmetic and Personal Care

Advanced Skin Technology
Amway of Australia
Apisant
AVON Products
Beautiworx Australia
Beiersdorf Australia
BrandPoint
Chanel Australia
Clorox Australia
Colgate-Palmolive
Combe Asia-Pacific
Cosmax Prestige Brands Australia
Coty Australia
De Lorenzo Hair & Cosmetic
Research
Elizabeth Arden Australia
Emeis Cosmetics
Energizer Australia
Estée Lauder Australia
Frostbland
GlaxoSmithKline Consumer
Healthcare
Helios Health & Beauty
iNova Pharmaceuticals –
A Valeant Company
Johnson & Johnson Pacific
KAO Australia
KAO Brands Australia
Keune Australia
Kimberly-Clark Australia
La Biothetique Australia
La Prairie Group
L'Oréal Australia
LVMH Perfumes and Cosmetics
Mary Kay Cosmetics
Natural Australian Culture
Nutrimetics Australia
NYX
Procter & Gamble Australia
PZ Cussons Australia
Reckitt Benckiser

Revlon Australia
Rusk Australia
SC Johnson & Son
Scental Pacific
Shiseido (Australia)
The Heat Group
The Purist Company
Three Six Five
Trimex
True Solutions International
Ultraceuticals
Unilever Australasia
Weleda Australia

Hygiene and Specialty Products

Albright & Wilson (Aust)
Antaria
Applied Australia
BP Castrol Australia
Brenntag Australia
Castle Chemicals
Chemetall (Australasia)
Clariant (Australia)
Deb Australia
Dominant (Australia)
Ecolab
Huntsman Corporation Australia
Jalco Group
Lab 6
Novozymes Australia
Nowra Chemical Manufacturers
Peerless JAL
Recochem Inc
Rohm and Haas Australia
Solvay Interlox
Sopura Australia
Tasman Chemicals
Thor Specialties
True Blue Chemicals
Univar Australia
Whiteley Corporation

Associate Members

Corporate Travel Services

Unique Group Travel

Equipment and Packaging Suppliers

HydroNova Australia NZ
SCHÜTZ DSL (Australia)

Graphic Design and Creative

Ident

Legal and Business Management

FCB Lawyers
KPMG
K&L Gates
TressCox Lawyers

Regulatory and Technical Consultants

Archer Emery & Associates
Clare Martin & Associates
Competitive Advantage
Engel Hellyer & Partners
Robert Forbes & Associates
Seren Consulting
Sue Akeroyd & Associates
Toxikos

Specialist Laboratories and Testing

ams Laboratories
Dermatest

Life Members

W P Barry
Bruce Brown
Ken Clark
Geoff Harris
Graeme Howard
Stuart Macdougall
W C Monteith
D Phillips
K Scampton

contents

- 3 Members
- 4 About Our Industry
- 6 About Accord
- 8 Chairman's Message
- 10 Our Community, Our Commitment
- 13 Sustainability
- 14 Furphies Website
- 16 Snapshot of the Year
- 18 Executive Director's Letter
- 20 Achievements
- 25 Directors and Secretariat
- 26 Thank You and Farewell
- 27 Dream Week and Dream Ball

about our industry

Our industry makes a significant contribution to national prosperity

Product sales:

- Approximately \$10 billion at retail level
- Over 70% of members export product

Employment:

- More than 12,000 full-time equivalent positions
- Small Australian-owned businesses to large multinational companies

Operations:

- Over 180 offices in all Australian states and territories
- Over 66 Australian manufacturing sites
- Approx. 63% of members have their head office in Australia
- Approx. 57% of members use local contract formulators

- Supporting a range of other industries including beauty & haircare, contract cleaning, catering & hospitality, manufacturing operations including food and agriculture, restaurants, hospitals, clinics and other care institutions

Innovation:

- Approx. 50% of members invest in local research and development

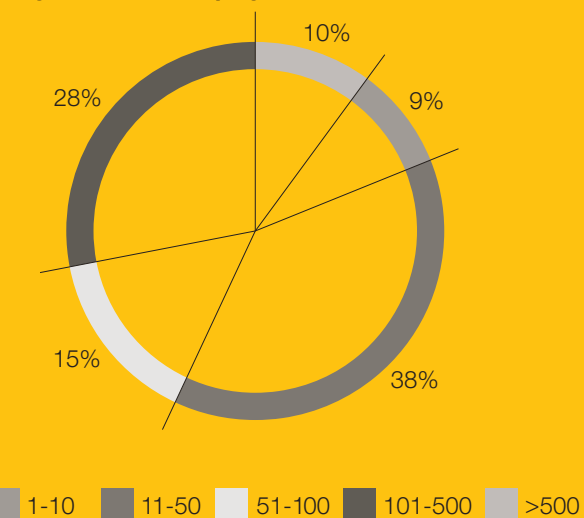
Highly regulated:

- Over 50% of members have dealings with at least 3 of the 5 major national product/ingredient regulators APVMA, AQIS, FSANZ, NICNAS & TGA*, and over 25% have dealings with at least 4
- 97% of members have dealings with NICNAS

Results from Accord Industry Size & Scale Survey 2012

*Respectively: Australian Pesticides & Veterinary Medicines Authority; Australian Quarantine Inspection Service; Food Standards Australia & New Zealand; National Industrial Chemicals Notification & Assessment Scheme; Therapeutic Goods Administration

Size of Accord member companies by number of employees



Products for healthy living and a quality lifestyle

Our industry's products are used every day across the nation in homes, public places, commercial premises, institutions, industry and agriculture.

Cleaning agents, toiletries, disinfectants, personal care products, hygiene products, cosmetics, sunscreens, perfumes & fragrances, oral hygiene products, adhesives, sealants, protectants – these products play vital roles in:

Safeguarding public health

Maintaining essential standards of hygiene and sanitation in institutions, hospitality, manufacturing and agriculture

Promoting personal wellbeing

Helping keep us clean and healthy, and helping shield us from harmful effects of the environment

Maintaining comfortable homes

Enabling us to keep our everyday surroundings clean and inviting

Enhancing quality of life

Giving us greater personal freedom through time- and effort-saving technologies

Boosting confidence and emotional wellbeing

Providing opportunities for self-expression, individuality and pampering

Keeping the wheels of commerce and industry turning

Fulfilling specialised applications in households, institutions, industry and agriculture

about accord

Indispensable Membership

Our expert team energetically pursues goals to create a strong business environment for our members

Influencing

Advocacy to simplify the regulation of industry products and reduce red-tape costs

Harnessing local industry partnerships to maximise leverage

Close relationships with key policy makers

Active involvement in

- Key regulatory decision-making
- Consultation
- National policy development
- International regulatory alignment

Profiling

Enhancing industry's reputation as an innovative solutions provider through our many proactive industry sustainability initiatives

Promoting the positive social, economic and environmental contribution of our industry's products

Communicating

Active issues management to address public concerns

Information and expertise to keep your company ahead of the pack

Critical member updates on

- Regulatory changes
- Government policy initiatives
- Key commercial and industrial developments
- Breaking media stories

Connecting

Global awareness through active engagement with our industry's global and regional networks

Events to expand your company's networks, knowledge and influence

- Informative seminars
- Strategy & policy briefings
- Technical training
- Conferences
- Social gatherings

Accord Australasia is recognised as the peak national industry association representing manufacturers and marketers of formulated hygiene, cosmetic and specialty products, their raw material suppliers and service providers

Accord Strategic Plan 2011-15

Our Vision

The respected and influential voice of the hygiene, cosmetic and specialty products industry – a growing industry generating innovative and sustainable products which are essential for healthy living and a quality lifestyle

The Accord Board has set aspirational Outcomes looking to 2015 across our four Priority Activities

Priority: Member Services

Outcome: Indispensable Membership through Provision of Essential Member Services

Priority:
Regulation &
Regulatory Reform

Priority:
Sustainability – Social &
Environmental Contribution

Priority:
Public Affairs &
Communications

Outcome:

Respected, Credible & Influential Industry Voice

Enhanced Industry's Reputation & Consumer Confidence as an Innovative Solutions Provider

Brilliant Multi-stakeholder, Multi-media Communicator

Globally and Regionally Connected

a positive agenda



Message from the Chairman

Accord's positive agenda and new stewardship programs continue to deliver for both our industry and the broader community

It is pleasing to note that our national industry body further strengthened its position as the influential voice of the Australian hygiene, cosmetic and specialty products industry in 2012-13.

In a distracted policy-making environment ahead of the federal election, Accord continues to direct its attention to delivering an expanding portfolio of stewardship initiatives benefiting members in all key industry sectors and reinforcing our industry's progressive and innovative character.

Illustrative of our commitment to practical and science-based sustainability, in mid 2012 we saw the first wave of commercial cleaning products bearing the Recognised® logo launched, in the industrial and institutional (I&I) products sector.

This logo certifies products against rigorous assessment criteria built on US EPA environmental safety thresholds under the oversight of an independent toxicology consultancy. The appeal of this scheme led to almost fifty environmentally preferable products being registered with the Recognised® scheme by the end of 2012.

As the Globally Harmonised System (GHS) for classification and labelling of workplace products is progressively introduced across Australia, Accord will help train I&I members on the implementation of this important new scheme.

Consumer and household product sector members are being well served by Accord's consumer information initiatives, WashWise and What's in it? Industry uptake of our voluntary ingredient disclosure scheme for household cleaning products, 'What's in it?', is encouraging with over 80% of products in the market participating in the scheme.

Look Good...Feel Better, the cosmetic products sector's charity, has now been providing free workshops and support for Australian cancer patients since 1990. We can all be proud that last year the program helped its 100,000th patient and is

aiming to help 10,000 cancer patients each year into the future. The profile of this important community program, the jewel in the industry's crown, has never been stronger.

Winding up the Fragrance Foundation of Australia has been a change for our fragrance products sector members. As part of this restructuring, Accord will continue to support and promote the Jasmine Awards for excellence in fragrance journalism, under a new funding arrangement.

Over the last year Accord has continued to enhance its communication strategy and effectiveness.

Accord has a strong and successful issues management strategy and its reputation as a science and evidence-based organisation helps separate the facts from the myths.

Building on the success of the 'What's in it?' initiative, Accord has now launched a Furphies website, to provide scientific and evidence-based responses to bogus safety scares about industry products and ingredients. Furphies is an excellent, publicly available educational resource which I encourage members to use when addressing customer or consumer concerns aroused by these scares.

Our Hygiene for Health website crosses all sectors of the industry, as a non-commercial platform, to promote our industry's role in protecting and advancing public health. This initiative is recognised by many health policy departments as an excellent resource for hygiene education and we will work to increase its uptake and use in schools in the coming year.

Accord continued to advocate for an end to over-regulation, particularly for our industry's low-risk products, over the last year. During a very successful Canberra Day, on 16 August, we targeted our message at the new heads of the key regulatory agencies and commenced an outreach to members of parliament who had member companies as their constituents.

Accord also lobbied strongly against significant increases in NICNAS fees during the last year but

and new stewardship programs allow Accord to continually deliver for the industry and the broader community



was unfortunately unsuccessful in overturning the government's resolve to increase the agency's revenue.

However our lobbying and persistence was rewarded with the long-awaited approval and launch of SPF50+ sunscreens, the Government's agreement to a voluntary code approach for chemicals of security concern, versus regulation, and successful collaboration with the NSW EPA on the project assessing VOCs in household products. During the year there were also specific ingredient defence 'wins' in the chemical scheduling process.

Accord continues to be the 'go to' point for government regulators on many matters and most recently the secretariat has built a constructive working relationship with the ACCC and other agencies on consumer product safety matters.

I would like to take this opportunity to congratulate Bronwyn on her appointment to the APVMA Advisory Board, an appointment that will increase Accord's profile in the agchem and pesticide regulatory space.

Our constantly changing environment requires us to remain focussed on what's most important and to work smarter at advancing our industry's interests. We have done this well in 2012-13, maintaining a positive agenda and expanding our stewardship programs for the benefit of our members and the broader community.

In the coming year the Accord Board and Secretariat will continue to sharpen our association's strategies, maintain clear priorities and work smarter at advancing our industry's interests.

I would like to thank all my fellow board directors and the hard working Accord secretariat for another successful year, which is only made possible by the ongoing support and engagement of our member companies. Thank you all.

Chris Pedersen
Chairman, Accord Australasia
May 2013

our community, our commitment

The hygiene, cosmetic and specialty products industry is committed to playing its part in meeting the social, health and environmental challenges of importance to the overall wellbeing of the Australian community.

Accord's stewardship, education and charity programs proactively address community needs, helping to advance sustainability and the safe and beneficial use of industry products.

furphies
.org.au?

an initiative of **accord**

Our new **Furphies** website helps put to bed misconceptions about the safety of cosmetics, personal care and household cleaning products. It was launched on 11 October 2012 at Accord's Cosmetic & Personal Care Conference.

Pages 14 and 15 profiles the Furphies website in more detail.



The **WashWise** public information website provides a wealth of information on environmentally sustainable laundry practices – whilst also helping consumers use detergents correctly.

WashWise provides tips and information about doing the laundry for Australians who value a great clean, the environment and saving money.

www.washwise.org.au



Cleaning products bearing the Recognised® logo entered the commercial, industrial and institutional cleaning market in July 2012. These products have been certified as offering superior environmental safety.

Recognised® is an evidence and science-based scheme with two parts:

- Rigorous technical criteria defining the characteristics of environmentally preferable products.
- Independent third-party scientific assessment to determine whether products meet the criteria.

The Scheme was reviewed by an independent panel of leading Australian toxicologists as being "sound and robust... (with) science-based, targeted and pragmatic set of criteria", coupled with a "sound and transparent" accreditation process.

As at April 2013 about 50 products from four companies had been certified by independent environmental toxicology consultancy, Toxikos, as qualifying for the Recognised® logo.

www.accord.asn.au/envirocreds



Hygiene for Health

Hygiene for Health is a public education website that promotes the role of good hygiene in preventing the spread of infectious diseases, such as influenza and food poisoning.

The site covers all key aspects of hygiene in personal care, households, public spaces, hospitality, healthcare and industry in a balanced, non-commercial and evidence-based manner. While targeted at the entire community, school students would find the site a valuable study aid with its personal hygiene hints and historical coverage of how hygiene developments have raised living standards.

www.hygiene4health.org.au



Accord's business-to-business members in the commercial cleaning and specialty products sector give their commitment to doing the right thing for customers and the community in the key quality areas of:

- Public and occupational health & safety
- Environmental values
- Compliance and continuous improvement
- Business ethics/Commercial practice

Supporting the Quality Commitment is Accord's Responsible Supplier Checklist. This valuable tool in sustainable purchasing is based on an ideal behaviour model. It allows businesses to 'measure up' potential suppliers, or themselves, across 11 key operational categories.



HOUSEHOLD
CLEANING
PRODUCT
INGREDIENT
DISCLOSURE

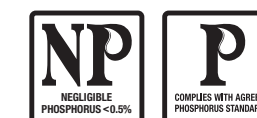
Accord's **'What's in it?'** initiative covers air care products, automotive cleaners, household cleaners, household floor maintenance products and laundry products.

It provides consumers with ingredient information to aid choice and enhance confidence in household products.

Leading consumer product companies have embraced 'What's in it?'. These companies cover nearly 81% of the Australian market in key product categories.*

www.accord.asn.au/whats_in_it

* Based on figures from Retail World Annual Report 2012



Accord has also developed Codes, Guidelines and Standards on important health and environmental issues relating to our industry – including the Phosphorus Standard for Household Laundry Detergents.

our community, our commitment

Look Good...Feel Better

Look Good...Feel Better is a free community service initiated by Accord member companies to assist cancer patients in Australia.

Cancer treatment, and the ensuing appearance changes, can be a very difficult period of time for many of the thousands diagnosed with cancer each year in Australia. The cosmetic industry's charity, Look Good...Feel Better, aims to help improve the well being and confidence of people undergoing treatment for any sort of cancer.

Look Good...Feel Better provides:

- Hands-on group workshops for cancer patients
- Complimentary make-up kits for workshop participants
- Free program materials including videos, brochures and self help booklets

Each year, Accord's cosmetic member companies donate over \$3.2million worth of products, support the involvement of over 1700 beauty and hair care volunteers and raise funds to ensure the ongoing delivery of the workshops.

Since 1990, Look Good...Feel Better workshops have reached over 100,000 cancer patients. The charity aims to reach 10,000 patients in 2013.

To oversee this growth and strategic expansion, the charity was recently restructured and appointed a CEO in mid-2012, Jan Samuels.

Held annually in September, Dream Week – including the annual gala event Dream Ball – is the main awareness and fundraising initiative for Look Good...Feel Better. (See page 27)

Look Good ... Feel Better continues to increase its profile through our valued friends in the media and retail.

Last year we again saw extensive media coverage across television, print and radio. In particular, we acknowledge and thank Kerri-Anne Kennerley, the charity's wonderful Patron.

Look Good ... Feel Better now has a new improved website as well as a presence on Facebook and Twitter.



"I would like to thank the cosmetic industry sponsors for their very generous donations. This was quite unexpected."

Rosie, SA



"She told me she had thrown out all of her make-up because she didn't think she was going to make it. This new makeup and LGFB really means a new beginning for her."

Friend of a patient



"Many thanks to your sponsors for their donations. I certainly did not expect such generous gifts and now have more cosmetics than I have had in my entire life. The whole LGFB experience left me feeling like a person again, and helped me gain confidence with my new appearance. I have already passed on my recommendation to others."

Kate, Vic

(Look Good...Feel Better and the Sunburst Logo are service marks of the Personal Care Products Council Foundation. Use of these marks by Accord is by license.)

sustainability

our industry's commitment to the future

Accord's Sustainability Charter provides a vehicle for coordinated and meaningful promotion of our sustainability initiatives as well as those of our individual member companies.

In reply to an internal survey in late 2012, 65 percent of responding members said sustainability has become of greater commercial importance to their business success.

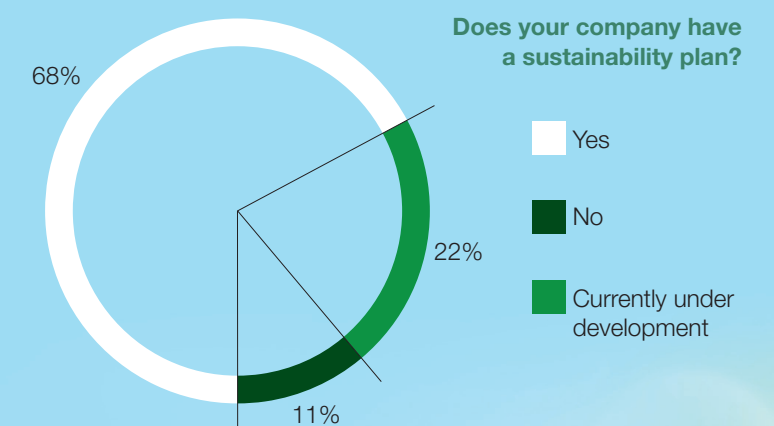
Sustainability Charter Goals:

- Actively foster sustainability in our industry and along the supply chain for our industry products.
- Promote whole-of-business sustainability approaches.
- Be inclusive and aspirational for all business sizes – from multinationals to SMEs.
- Demonstrate meaningful achievements in sustainability to customers, suppliers, consumers and government with openness and transparency.

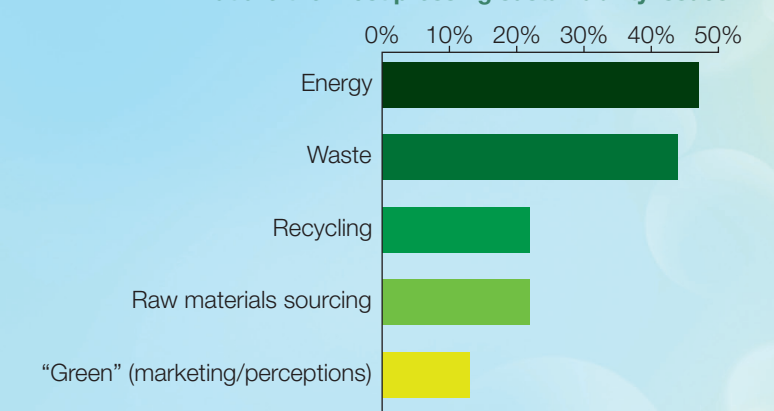
Sustainability Charter Principles:

- **Environmental stewardship:** Encouraging a voluntary, progressive reduction in environmental impact throughout the lifecycle of our products by innovative solutions and reduction in the amount of resources consumed, waste generated and emissions produced.
- **Social responsibility:** Committing to a policy of proactive, voluntary and continual improvement over and above basic legal requirements so that our industry's essential contribution in promoting and improving the health and quality of life of Australians, the communities in which we operate, and our staff is recognised and encouraged by society and government.
- **Economic progress:** Contributing to economic growth through innovative delivery, based on sound science and ethical standards, of hygiene, cosmetic and specialty products for use across consumer, commercial and industrial applications.

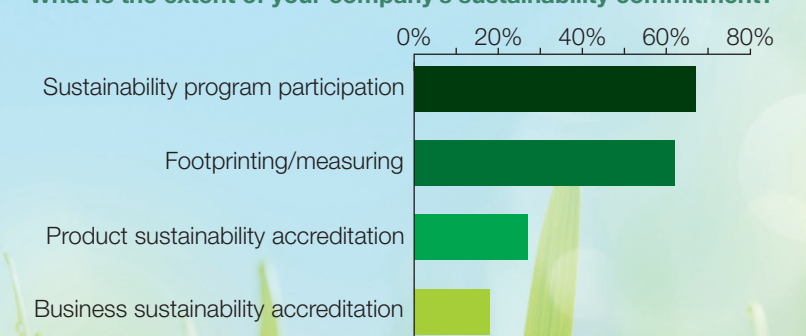
Key Accord initiatives such as WashWise, our new Sustainability Newsletter for members and the Recognised® environmental credentials scheme are advancing the sustainability push.



What are the most pressing sustainability issues?



What is the extent of your company's sustainability commitment?



furphies.org.au

clarifying misconceptions about cosmetics, personal care & household products

"Is there lead in lipstick? Do sunscreens pose a health risk? And what does 'chemical free' or 'natural' really mean?"

In this era of information overload, there are a lot of messages out there about chemicals, your health, and the safety of everyday products. Are these issues worth worrying about? Or are they 'beat-ups', alarmist scare stories or simply misinformed views with no basis in scientific fact?

It's important to know, because, "if we fear everything, we're not going to take the genuine risks to our health seriously". *

As part of its ongoing push to promote the industry's strong safety credentials, Accord launched a new website that clarifies the many common misconceptions and safety myths.

It can be difficult for consumers to sort fact from fiction with so many negative stories in the media, on the internet and throughout the social media. Safety has always been the number one priority for our industry and all Accord members go out of their way to check any claims that could indicate safety issues for their products.

It is therefore disappointing when credence is given to safety allegations which, once you have scratched the surface, have little in the way of scientific or government safety agency support to back them up. When this happens we all too frequently see consumer scares occur, for no valid reason. Sadly, over the years, many of these scares have taken on a life of their own – transforming into safety myths that lurk within the internet and social media.

Whether it is statements that lipsticks contain dangerous levels of lead or that antiperspirants cause cancer, there is no credible scientific support backing up such claims.

Recognising that rational debate about the safety of our industry's products was often being hijacked by a range of furphies, Accord launched the new www.furphies.org.au website at our Cosmetic & Personal Care Conference on 11 October 2012.

Addressing unfounded public alarm by helping Australian consumers put the wildest safety myths into proper perspective is the goal of the Furphies website.

The site is easy to navigate and covers the following in a balanced, evidence-based manner:

- Cosmetics & personal care products (including baby products)
- Household cleaning products
- Ingredients
- General chemicals issues (including safety regulation for our industry's products)

The bottom-line is that there are plenty of real health and safety risks we can encounter during our day-to-day lives that deserve our attention and focus.

This includes infectious disease and illness spread by poor hygiene and the serious skin damage that UV radiation from the harsh Australian sun can cause. Both of which can be avoided by the safe and judicious use of our industry's products.

* Trevor Butterworth 2005, "A Health Scare That Stinks?", Statistical Assessment Service (STATS), George Mason University



New consumer information website to counter unfounded safety scares

is my lipstick harmful?

What's "chemical free"?



events

May 8 2012

- Sydney

Our free member training session on Introduction to *Dangerous Goods Road and Rail Transport* was well attended. (Sessions in Melbourne had been run previous months)

*More free training will be offered in 2013/14, including sessions on GHS classification and labelling.

June 7 2012

AGM & Industry Briefing – Middleton Lawyers* office, Sydney

Seminar presenters included: David Orsmond of the Reserve Bank; ACCI Trade Director Bryan Clark; Nick Agapides of the NSW EPA and IP Specialist for Middletons Jonathon Feder.

*Now K&L Gates



August 15 2012

Industry Leaders' Canberra Dinner – Canberra Hyatt

Member company leaders joined with senior officials from key departments and regulatory agencies at the Dinner, which was a prelude to our 2012 Canberra Day.



August 16 2012

Canberra Day – Canberra Hyatt "21st Century Regulators for a Competitive 21st Century Australian Industry"

Following an introductory speech by Productivity Commission Deputy Chair Mike Woods, CEOs and senior officials of the major Australian and New Zealand regulators spoke about their organisation's role in advancing reform.



September 9-15 2012

Dream Week – 7 days of hope including... Dream Ball... 'Really is Something'

Dream Week raised over \$550,000 for Look Good...Feel Better, our industry's national cancer patients support charity. And in a first, Dream Week banners flew in prime locations in Sydney's CBD. *More on Page 27*

DREAM BALL

...Really is something

October 10-11 2012

Accord Cosmetic & Personal Care Conference – Sydney Harbour Marriott Hotel

Our event started with an Industry Leaders Dinner that acknowledged the work of Look Good...Feel Better's Sally Harrold, as well as showcasing the talents of our international guest speaker – the renowned science communicator and amateur magician, Dr Joe Schwarcz of McGill University's Office for Science & Society, Montreal, Canada.

The Conference marked the launch of

Accord's new Furphies website, with presentations from Accord's Dr Jen Semple and Craig Brock.

In keeping with our global theme – 'Beyond Borders – Expanding our Horizons' – also presenting were international guests Francine Lamoriello (US Personal Care Products Council), Katherine Rich (NZ Food & Grocery Council), Dr Chris Flower (UK CTPA), Eeme Datu (P&G), Andrea Eng (NZ EPA) and Dr Joe on 'Science, Sense and Nonsense'.

Local expert presenters included Dr Graeme Haley on the evolution of sunscreen regulation in Australia as

well as the ACCC's General Manager Compliance Nigel Ridgeway, KPMG's Rohan Gilhawley and FCB Lawyers Charles Cameron.

This well attended event was made possible by the generous sponsorship of Estée Lauder (Gold) Colgate-Palmolive (Silver) and Bronze sponsors: Albright & Wilson, Beiersdorf, Beautiworx, Esprit Magazine, FCB, Ident, Johnson & Johnson Pacific, L'Oréal, Procter & Gamble and Unique Travel Group.

November 14 2012

Accord Industry Briefing & End of Year Dinner – Hotel Windsor, Melbourne

Our End of Year network dinner was preceded by an Industry Briefing showcasing: the first-ever analysis of I&I market and sales dynamics; personnel management systems by associate member FCB; and ATSE's Dr Margaret Hartley profiled new research on innovation in local manufacturing.



February 21 2013

Accord Board meets with Coalition MPs on red tape burdens – L'Oréal office, Melbourne

The Accord Board of Directors held a constructive meeting with Dr A Southcott MP and Ms K O'Dwyer MP. Ongoing industry problems with red tape burdens and over-regulation of low-risk industry products were discussed and the board heard about Coalition plans outlined in their recently released policy discussion paper.



April 16 2013

Jasmine Awards – Botanical Gardens Restaurant, Sydney

This breakfast event celebrated and acknowledged journalistic excellence on the topic of fragrance.

THE 2013
jasmine
AWARDS

re-establish balance



Bronwyn Capanna

Executive Director's Letter

Time to re-establish balance in our regulatory system, and bring an end to over-regulation of low-risk products

Talk to any Accord member business about the challenges they face and you won't have to wait long before the subject turns to their ongoing frustration at trying to get their newest, most innovative products into the hands of Australian consumers and the local industry.

And the source of this frustration? Australian over-regulation that is often out-of-step with that of other advanced and equally safety-conscious nations, presenting a significant barrier to new product introduction.

As fragmented and complex as the Australian regulatory system for chemical-based products is, with more than 140 pieces of legislation across the nation, this is by no means its fundamental weakness.

Instead the real problems stem from a lack of recognition that chemical-based products come with varying levels of risk. Inability to properly adjust for risk, often embedded deeply within the DNA of our regulatory agencies, remains a root cause of over-regulation in Australia.

The resulting delays to market, and the subsequent time lag for Australians to access the latest products, is most tellingly illustrated with industry attempts to introduce better performing SPF50+ sunscreens.

While SPF50+ sunscreens first entered the European Union as far back as 2006, and then shortly after the USA and New Zealand, regulatory barriers in Australia delayed their local introduction until the summer of 2012/13. A disappointing lag of some six years! And this for a product category with such an essential role in public health protection across this sun-soaked nation.

All Australians have rightly come to expect simultaneous access to the latest technologies available globally in the fields of computing, telecommunications and electronics.

Sadly, the same cannot be said for beneficial advances in formulated products, such as sunscreens and disinfectants. For these, Australian consumers and businesses often continue to miss out.

Of course some very novel technologies may carry heightened hazards that warrant higher levels of regulatory intervention. But should this be the case for relatively low-risk products such as a skin moisturiser or cleaning product that has had many years of safe approved use in say the USA, EU or Canada?

Few people realise just how much smarter New Zealand is when it comes streamlining regulation of low-risk products, like cosmetics and cleaning products, while at the same time ensuring appropriately higher levels of control for more hazardous products and chemicals.

New Zealand also pragmatically makes use of overseas, expert scientific assessments and regulatory approvals.

Almost paradoxically, this is what every Australian travelling overseas unknowingly does when they buy and use cosmetics, toiletries or cleaning products from stores in the USA, Canada and across Europe.

Unsurprisingly, these very same Australians, who visit other advanced countries, invariably return unscathed from the experience of using everyday products which have been 'untouched by Australian regulators'.

And equally unsurprisingly, growing numbers of Australians are taking matters into their own hands when it comes to accessing the latest products, not yet allowed by Australian regulators, by buying them online from offshore retailers.

Such purchases come at a cost of local jobs and tax revenue, and often result in the importation of technically non-compliant products. And the frustration felt by compliant locally-based businesses drastically compounds when Australian regulators do absolutely nothing about these non-compliant

in our regulatory system

products. Accord's position on this issue is simple - either enforce the regulation, or better still, if it considered too trivial to warrant action, scratch the regulation from the statute books.

Facing these realities, it is past time the local regulatory approach was re-calibrated for a 'lighter touch' on low-risk products and a sensibly appropriate, non-bureaucratic treatment of more hazardous products and chemicals.

In summary, the regulation of our industry's products and ingredients:

- Is increasingly out-of-step with other advanced nations (EU, USA, Canada & NZ)
- Treats many low-risk products (like cosmetics and general cleaners) as if they are either hazardous industrial chemicals or medicines
- Seems driven to repeat full assessments of low-risk products/ingredients that have already been 'ticked off' as safe by leading overseas regulatory systems (and which Australian consumers can often readily purchase online anyway)
- Has become a barrier to innovation, ready introduction of new products, and is increasingly seen as a 'trade irritant'
- Is now well overdue for reform, as highlighted in the 2008 Productivity Commission study of chemicals & plastics regulation
- Need look no further than New Zealand for a model of how to better regulate low-risk cosmetics and cleaning products by focussing attention primarily on hazardous products and judiciously recognising overseas approvals for low-risk products/ingredients.

The Government that delivers tangible policy change to meet this challenge will not only advance productivity and innovation but will ensure Australian consumers have ready access to the latest and best products.

Bronwyn Capanna
Executive Director
Accord Australasia
May 2013

achievements

Connecting – delivering value and growth

Welcomed new members SC Johnson & Son, Rusk, Unique Travel Group and Seren Consulting

Identified and harnessed synergies with other industry associations and strengthened global industry collaboration

Leveraged our active involvement with the ACCI to boost our influence with broader government policy

Offered members 3.5% 'early settlement' discount on membership fees

Increased recognition with key political and policy decision-makers

Influencing – A to Z of Regulatory Reform

Advanced lighter-touch regulation

Drove major reform initiatives

Minimised additional agvet fees & charges imposed on industry

Argued strongly against increased NICNAS fees and charges

Outreach program to alert MPs to reform needs

Escalated representation on stalled regulatory reforms

Agvet products

Continued working with the APVMA to achieve a lighter regulatory touch for low risk products building on the recognition of low risk agvet products in the new reform agenda

- Initiated establishment of the APVMA/industry low risk working group
- Bronwyn Capanna appointed a member of the APVMA Advisory Board
- Opposed increased regulatory burden imposed through mandatory re-registration of registered agvet products
- Continued to raise concerns over APVMA assessment times, non-responsiveness of staff, consultation practices and fees and charges

Submissions to:

- Dept. of Agriculture, Fisheries and Forestry re *First Principle Review of the APVMA Cost Recovery arrangements* (Sep 12)
- Senate Inquiry re Agvet Amendment Bill (Dec 12)
- House of Reps re Agvet Amendment Bill (Jan 13)

Participation in:

- APVMA Industry Liaison Committee (ILC)
- ILC Labelling WG, Low Risk Products WG

Chemical scheduling

- Bronwyn Capanna continued as Industry Expert on Advisory Committee on Chemicals Scheduling (ACCS)
- Successfully argued to maintain accessibility of Members' teeth whitening products through appropriate channels
- Played a key role in renewing the discussion on harmonisation of Poisons Controls

Submissions to:

- ACCS re June 2012 pre-meeting submission re hydrogen peroxide and carbamide peroxide, and tranexamic acid (May 12)
- ACCS re June 2012 post-meeting submission re tranexamic acid (Sep 12)
- ACCS re October 2012 pre-meeting submission re hydrogen peroxide and carbamide peroxide, and thymol (Sep 12)
- National Coordinating Committee on Therapeutic Goods re Harmonisation of Poisons Regulations (Sep 12)
- ACCS re October 2012 post-meeting submission re hydrogen peroxide and carbamide peroxide, and thymol (Jan 13)

Chemicals of security concern and precursor chemicals for illicit drugs

- Liaised with Attorney-General's Dept. (A-G's) and members re chemicals of interest and policy developments
- Helped achieve voluntary code approach, rather than prescriptive regulation

Submission to A-G's re:

- Draft Voluntary National Code of Practice for Chemicals of Security Concern (Mar 13)

Members of:

- National Industry Reference Group
- Precursor Industry Reference Group

COAG and broad chemical reform agenda

Advocated reform proposals for a streamlined regulatory structure for chemicals

Participated in reforms to improve regulator performance

Provided case studies for Coalition Deregulation Taskforce

- Continued to participate in COAG Standing Committee on Chemicals (SCOC) process
- Provided case study material and detailed submissions for Coalition Deregulation Taskforce

Submissions to:

- Productivity Commission re Benchmarking study (Jun 12)

- Productivity Commission re Strengthening Economic Relationships ANZ (Jun 12)
 - Australian National Audit Office re review of the publication *Administering Regulation: Better Practice Guide March 2007* (Mar 13)
 - Coalition Deregulation Discussion Paper (Mar 13)
- Participation in:*
- SCOC stakeholder engagement processes (May 12)
 - Arranged for board meetings with Coalition Deregulation Taskforce Members (Aug 12, Feb 13)
 - Australian & NZ Productivity Commissions' Industry Roundtable (Nov 12)

Consumer law

- Obtained clarification from and worked with Australian Competition & Consumer Commission (ACCC) re acceptance of P and NP logos
- Sought to overturn the ban on teeth-whitening products containing higher levels of hydrogen peroxide supplied through dental practices by dentists
- Liaised with ACCC on child exposure to liquid laundry capsules

Cosmetics

Ran highly successful Cosmetic and Personal Care Conference attracting a range of international speakers

Appealed NICNAS decision not to transfer cosmetic ingredients from TGA's ARTG to AICS at the Administrative Appeals Tribunal (AAT)

Continued to advocate for new lighter touch regulatory regime for the management of cosmetic products in Australia as part of NICNAS review

- Collaborated with sister organisation PCPC on cosmetic chapter in the Trans Pacific Partnership trade agreement, liaising with DFAT
- Revised Australian Chapter of PCPC International Regulatory Resource Manual
- Developed and distributed Industry Brief – "Australian Regulation Currently Treats Cosmetics as either Hazardous Industrial Chemicals or as Therapeutic Goods (medicines)"
- Participated at International Cooperation on Cosmetics Regulation (ICCR) meeting in Washington
- D Sabic continued to represent Australia at ISO *Organic and Natural WG*
- D Sabic continued as Chair of SA Committee CS-108 *Cosmetics – Terminology*

Submission to:

- AAT re AICS transfer (Jun 12)

Participation in:

- SA FT032 *Organic and Biodynamic WG*

- ISO TC 217 *Cosmetic Technical WG*
- ISO *Organic & Natural WG*

Cost recovery

Initiated industry engagement on cost recovery with Department of Finance

Submission to:

- Department of Finance and Deregulation re cost recovery (Aug 12)

Participation in:

- Stakeholder engagement roundtable in Canberra (Nov 12)

Counterfeits and other unfair trade

- Presentation from Middletons on trademark infringement case law to help Members directly combat product counterfeiting
- Collaborated with TressCox on member guidance for dealing with counterfeit and other non-compliant products
- Liaised with Corrs Chambers Westgarth and Australian Retailers Association on new anti-counterfeit policy advocacy project

Dangerous goods (DG)

Participated in review of the Dangerous Goods road and rail transport regulatory framework

- Provided feedback on ADG7 Maintenance Committee proposals and made a submission to the Maintenance Committee seeking to remove inner package labelling requirements
- Ran popular and highly successful *Introduction to DG* training sessions
- Continued to work with SA to amend DG Class 4 Storage and Handling Standard to exclude consumer products from the scope

Submissions to:

- National Transport Commission re Road and Rail DG Transport Regulatory Framework (Aug 12)
- WorkSafe Victoria re Remake of Dangerous Goods (Storage and Handling) Regulations RIS (Oct 12)

Letter to:

- WorkSafe Victoria re Dangerous Goods Storage and Handling Regulations remake (Jul 12)

Globally Harmonised System of Classification and Labelling of Chemicals (GHS)

- Finalised (with NZ Environmental Protection Authority) Virtual WG case studies re implementing GHS for consumer products for the APEC CD
- Provided GHS implementation status report to APEC CD
- Led APEC work on GHS for consumer products

more achievements

Industrial chemicals regulation

Actively engaged in the Better Regulation Ministerial Partnership review of NICNAS by providing an industry preferred solution
Strongly opposed increases in NICNAS registration fees (up to 55%)

- Engaged in ongoing lobbying for a new regulatory framework for industrial chemicals
- Provided comment on NICNAS financial arrangements, work plan and strategic outlook
- Made strong representations to the Government against NICNAS fee increases plus advocacy on the bill to impose the increases

Letters to:

- PM Gillard and govt ministers re NICNAS fee increases (Jun 12)
- Relevant Coalition MPs on NICNAS fee increases (Jun 12)
- NICNAS re ARTG to AICS transfer (Jun 12)
- Commonwealth Ombudsman re NICNAS fee increases (Jul 12)
- Shadow PS Southcott on NICNAS legislation to increase fees (Sep 12)
- Commonwealth Ombudsman re NICNAS Cost Recovery Review (Mar 13)

Submissions to:

- NICNAS re Better Regulation Ministerial Partnership Review Discussion Paper (Aug 12)
- NICNAS re Stage 1 first tranche IMAF process and Tier 2 assessment reports (Jan 13)

Participation in:

- Industry Engagement Group
- Cosmetic Advisory Group
- Industry Government Consultative Committee
- Nano Advisory Group

Labelling & measurement

- Achieved recognition for the need for increased flexibility for unit measure on pre-packaged consumer goods
- Engaged with the Delegation of the European Union to Australia and New Zealand to develop proposals for the implementation of increased flexibility

Submissions to:

- Joint submission with AFGC to the NMI on cost impacts of unit measure labelling
- NMI on OIML R79 and R87 proposed changes

Participation in:

- NMI Consumer and Industry Liaison Committee

Nanotechnology

Addressed media issues, see under *Public Affairs & Communications*

Participation in:

- SA NT-001 Nanotechnologies Committee
- ISO TC 217 Ad Hoc Nanotechnology WG
- NICNAS Nanotechnology Advisory Group

New Zealand

Actively engaged with the NZ EPA in their compliance improvement strategy

- Active engagement with NZ EPA at key Accord events – Canberra Day (Aug 12), Cosmetic and Personal Care Conference (Oct 12) and CTFA Executive (Oct 12)
- Accord Directors met and briefed CEO of NZ EPA (May 12)

Participation in:

- Hazardous Substances Industry Liaison Group
- PPE Working Group

Occupational health & safety

- Updated *A Guide to the safe use of Salon Products – Safety Data Sheets*

Participation in:

- Workplace Exposure Standard Technical Working Group

Sunscreens

Argued for therapeutic sunscreens reform to bring Australia in step with international practice and remove barriers to innovation and trade

Achieved long-awaited SPF50+ sunscreens

- Pushed for NICNAS and the TGA to immediately adopt the Australian Sunscreen Standard
- Engaged with TGA and OBPR in the development of RIS for new sunscreen standard
- Pursued regulation of secondary sunscreens with SPF <30 as cosmetic products

Letter to:

- PS King re Accord concerns on sunscreen delay (Jul 12)

Meetings with:

- TGA, NICNAS and OBPR on adoption of new standard

Submission to:

- NICNAS re Revised Sunscreen Standard AS/NZS 2604:2012 (Jan 13)

Media release:

- "SPF50+ sunscreens a step forward for consumers and the Australian sunscreen market" (Nov 12)

Participation in:

- ISO WG7 – Sun Protection Test Methods
- SA Sunscreen Committee
- Convened Accord Sunscreen WG

Therapeutic goods regulation

- Successfully argued for therapeutic goods represented by Accord to be considered low risk in the TGA OTC Medicines Regulatory Reform Process
- Continued to raise concerns regarding medicines GMP for sunscreens and cost of TGA fees and charges

Letters to:

- TGA re GMP audit fees (Jan 13)
- TGA re fees (Jul 12)

Submissions to TGA re:

- Packaging and Labelling Review (Aug 12)
- OTC Medicines Regulatory Process Reform (Nov 12)
- Changes to premarket assessment for medical devices (Mar 13)
- Coded indications for listed medicines (Mar 13)
- Possible joint regulatory scheme for therapeutic products (Mar 13)

Meeting with:

- TGA senior staff re strategic outlook, including proposed fee increases and implementation of Blueprint Reforms recommendations (Feb and Mar 13)

Participation in:

- TGA Technical Working Group for ARGOM sunscreen chapter revision
- GMP Sunscreen WG
- TGA Industry Consultative Committee (TICC)
- TGA Bilateral industry discussions
- Non-sterile Technical WG

Trade

Focused on opportunity for Cosmetics Annex in the Trans Pacific Partnership trade agreement

- Submission to DFAT (Aug 12)
- Liaison with "sister associations"

VOCs

Proposed and put into action pragmatic methods for VOC data collection for consumer products represented by Accord

Meetings with:

- NSW EPA re SLR VOC report and proposed way forward
- Convened Technical WG of Accord member experts

Profiling – social & environmental contribution

Held successful Look Good...Feel Better Dream Week and Dream Ball – see page 27

- Strengthened and promoted the 'Recognised® – Environmental Credentials Scheme' for commercial cleaning products: review of standard criteria (Dec 12); sustainability panel at CleanScene (Oct 12); trade stand at AUSCLEAN WA (Mar 13); presented at HAZMAT (May 13); ongoing InClean articles
- Included key sustainability questions in 2012 member priorities survey

Communicating – taking our message to key audiences

Strengthened international cosmetic and cleaning products communications networks

Launched "Furphies" website addressing media and internet myths and misconceptions about the safety of industry products

Launched Accord Priorities e-newsletter and provided timely media alerts and responses on hot issues

Increased presence in major trade and professional publications

Held successful Cosmetic & Personal Care Conference, with coverage in Esprit

- Provided timely information to Members via *Industry News & Events*, *Accord Priorities* and sector-specific *Regulatory Bulletins*
- Contributed regular columns in industry trade magazines Esprit and InClean
- Presented to Cosmetics & Pharmaceuticals Special Interest Group of the Australian Society for Microbiology (CAPSIG)
- Participated on organising committee of HAZMAT Conference
- Contributed feature article to Royal Australian Chemical Institute monthly publication *Chemistry in Australia*
- *Provided member alerts, media responses and statements on a range of issues, including:*
 - Updated statement on semi-permanent hair dye safety and need for patch tests (May 12)
 - Media release welcoming NICNAS BRMP Discussions Paper (May 12)
 - Alert on latest anti-nano sunscreen media (Jul 12)
 - Counterfeit cosmetics (Jul 12)
 - Media release welcoming approval of SPF50+ sunscreens (Nov 12)
 - Media release launching Furphies website (Dec 12)
 - Statement on why Australian regulation of low-risk products needs a rethink (Jan 13)
 - Media release on liquid laundry capsule safety (Feb 13)
 - Alert on latest FoE nano-sunscreen misinformation campaign (Mar 13)
 - Alert on EU animal testing ban for cosmetic ingredients (Mar 13)
- *Monitored international developments including:* siloxanes; nanomaterials, 'chemicals' in sunscreens; animal testing EU ban; fragrance ingredients; preservatives; REACH
- *Participated in key international meetings:* CTFA NZ Annual Meeting (May 12); ICCR (Washington Jul 12); American Cleaning Institute

more achievements

Annual Meeting, including International Cleaning Products Associations' Information Exchange (Jan 13); Personal Care Products Council Global Collaboration Meeting (Feb 13); APEC Chemical Dialogue (Russia May 12 and Indonesia Feb 13), ISO TC 217 Cosmetic Technical WG (Brazil 12)

Accord Meetings

Board of Directors: 7 June 2012, 25 August 2012, 15 November 2012, 14 February 2013, 9 May 2013

CTFA Executive Committee: 28 June 2012, 10 October 2012, 21 February 2013

I&I Executive Committee: 6 June 2012, 15 November 2012, 8 May 2013

Regulatory Affairs Committee: 16-17 August 2012, 23 November 2012, 18 April 2013

directors

Chairman



Chris Pedersen
Vice-President
South Pacific
Region, Managing
Director Australia
Colgate-Palmolive

Vice-Chairman



Terry Little¹
Managing Director
Estée Lauder
Companies

Vice-Chairman



Peter Keech²
Managing Director
Tasman Chemicals

Finance Director



Tony Girgis
Managing Director
& CEO
Albright & Wilson

Immediate Past Chairman



**Clynton
Bartholomeusz**
Managing Director
Beiersdorf Australia

¹ Chairman of the CTFA Exec Committee
² Chairman of the I&I Exec Committee



Paul Rowe
General Manager
Applied Australia



Stephen Ford
President &
Managing Director
(Aust & NZ)
Avon Products



David Brown
Group General
Manager,
Chemical Division
Campbell Brothers

Resigned 7/6/2012



Chris Short
Managing Director
Dominant (Australia)



Darrell Brown
Executive
Vice President
Asia Pacific
Ecolab



Steve Toner
Business Manager
Huntsman
Corporation Australia



Dan Spira
Managing Director
- ANZ
iNova
Pharmaceuticals -
A Valeant Company



Phil Lynch
Managing Director
Johnson & Johnson
Pacific



Johan Berg
Managing Director
(Aust & NZ) L'Oréal
Australia



Mary Ann Azer
Communications
Director Procter &
Gamble (Aust & NZ)



Janie Heywood
ANZ Regional
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Medical Affairs
Director
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**Michel-Henri
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Brad Macdougall
Director True Blue
Chemicals



Greg Whiteley
Managing Director
Whiteley Corporation



Bronwyn Capanna
Executive Director
Accord Australasia

secretariat



Bronwyn Capanna
Executive Director



Craig Brock
Director, Policy &
Public Affairs



Dusanka Sabic
Director, Regulatory
Reform



Catherine Oh
Manager, Regulatory
& Technical



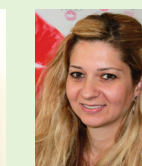
Jennifer Semple
Manager, Education
& Sustainability



Erly Mifsud
Administration
Manager



Atsushi Nakata
Office Assistant



Zoi Tsardoulas
Events & Database
Management

thank you

Always critical to our success is the great commitment and effort shown by our members and service partners. Of these the following deserve special mention.

On behalf of all members, thanks go to the executive members of our board of directors – **Chris Pedersen** (Colgate-Palmolive and Accord Chairman), **Terry Little** (Estée Lauder, Accord Vice-Chairman and CTFA Chair), **Peter Keech** (Tasman Chemicals, Accord Vice-Chairman and I&I Chair) and **Tony Girgis** (Albright & Wilson and Finance Director).

Accord is again indebted to the following for their dedicated contributions during 2012-13:

David Blakeley (Chanel) as Chair of the Cancer Patient's Foundation, the administering and funding body for Look Good...Feel Better. And **Uri Ferster** (Frostbland) as Accord's convener of the Dream Ball. We also again thank **Garth Phillips** (Wedding Looks and Event Hire) for being so generous with his time, energy and expertise as Dream Ball Creative Director.

For specific expert or technical assistance: **Alan Brown** (Applied Australia), **Patrick Adele** (Albright & Wilson), **Ken Lee** (Beiersdorf), **Clare Martin** (Clare Martin & Associates), **Paul Rubenach**, **Pierre Fonsny** and **Judith Potter** (Colgate-Palmolive), **Mike Tichon** (Competitive Advantage), **Chris Astley** (Dominant), **Peter Rich** (Ecolab), **Graeme Haley** (Engel Hellyer & Partners), **Philip Tudor** (Huntsman), **Margaret Richards** (Johnson & Johnson), **Samantha Hass** (L'Oreal), **Ampie Cabangon** (Procter & Gamble), **David Bergman** (PZ Cussons), **Kathy Nolan** (Reckitt Benckiser), **Paul Jurickskay** (Sopura), **Julie Newlands** and **Rachael Linklater** (Unilever) and **Greg Whiteley** (Whiteley Corporation).

Thanks also to all our valued associate members, and in particular: **Ident** for ongoing help with LGFB Dream Ball collateral; **TressCox Lawyers** for acting as competition law observers at our board meetings as well as trademark work; **FCB** for workplace relations assistance to Accord and LGFB; **KPMG** for workshop speakers and use of their premises for member meetings; and **K&L Gates** (formerly Middletons Lawyers) for also hosting meetings and providing speakers.

Our sincere appreciation to our valued colleagues in the industry's extensive international association network, with special thanks to **Francine Lamoriello** (PCPC) and **Dr Chris Flower** (CTPA) for visiting to present at our Conference. Thanks also **Ernie Rosenberg & team** (ACI), **Lezlee Westine & team** (PCPC), **Shannon Coombs** (CCSPA), **Chris Cathcart & team** (CSPA), **Darren Praznik & Linda Quirk** (CCTFA), **Bertil Heerink & team** (Cosmetics Europe), **Susanne Zänker & team** (AISE) and our **colleagues at NZ CTFA** and our **many Asian and Latin American sister associations**.

And welcome and thanks to our new colleagues in LGFB, with whom we share office space: new LGFB CEO **Jan Samuels** and Executive Assistant **Stephanie Chesher**. And our sincere appreciation to **Sally Harrold**, who in 2012, after many years in the LGFB National Manager role, took up the new role of Brand Manager.

farewell

We said goodbye and best wishes to the following valued colleagues during 2012-13:

Sincere thanks to our retiring Finance Director and long-serving board director, **David Brown** (formerly Campbell Brothers).

Thanks and farewell to two retiring industry stalwarts whose technical expertise and industry knowledge will be sorely missed and who last year helped guide our VOC project: **Ian Gamble** (formerly Amway) and **John Graham** (formerly Unilever).

And finally a big, big thank you to **Jacqui Backer** (Jacqui Backer & Associates) for the key role she has played in building the profile of LGFB and that of the cosmetic industry over the last eight years. Many thanks Jacqui and very best wishes for the future.



Look Good...Feel Better

Dream Week & Dream Ball

9-15 September 2012

Dream Week – 7 days of hope is a special week in September devoted to raising funds for the Look Good...Feel Better program – to help Australia's cancer patients.

These seven days of activity across Australia showcase the Look Good...Feel Better program and the difference it can make to the lives of cancer patients and their families.

Dream Week 2012 culminated in Dream Ball... 'Really is Something' a celebration of the hope which the program's nationwide workshops help instil in cancer patients undergoing treatment.

On Friday 14 September, a glamorous crowd filled the Parkside Ballroom of the Sydney Convention & Exhibition Centre for the cosmetic industry's annual gala event – always a night of glamour, entertainment and fundraising.

Once again our charismatic hosts for the night were Look Good...Feel Better Patron **Kerri-Anne Kennerley** and **Todd McKenney**.

Australian acting and performing legend **John Waters** captivated the audience with songs from

his acclaimed, one-man tribute show to John Lennon, *Through a Glass Onion*. Todd also got into the act with songs from his *Todd McKenney Sings Peter Allan* show and **Carmelo and Alana** dazzled with their dance routines.

Recent cancer patient Tennille Jago bravely spoke of the positive impact the Look Good...Feel Better workshop she attended had on her life.

We also received some wonderful words of support and encouragement in a message sent from Her Excellency Quentin Bryce AC, Governor General of the Commonwealth of Australia.

An impressive total of more than \$550,000 was raised by Dream Week.

www.dreamweek.org.au





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