

ANNUAL *Report*

AND FINANCIAL STATEMENTS



TOOWOOMBA
CHAMBER OF
COMMERCE

2020/ 2021



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ANNUAL *Report*

AND FINANCIAL STATEMENTS

2020/
2021

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Toowoomba Chamber of Commerce respectfully acknowledges the Traditional Custodians of the lands and extends that respect to the Elders past, present and emerging for they hold the memories, the traditions, the cultures and the hopes of Australia's First Peoples.

2020/2021

TOOWOOMBA CHAMBER OF COMMERCE & INDUSTRY

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Toowoomba
Queensland 4350

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Office Hours:
8:30am - 4:30pm
Monday to Friday



The Toowoomba Chamber of Commerce is one of Queensland's largest regional Chambers. Together we represent a significant voice and as a group we can make a positive difference for our local business community. Contact our Chamber team today to learn more on how we can help you. We work for business. **Email:** admin@toowoombachamber.com.au

Chamber BOARD MEMBERS



PRESIDENT *Harrison Humphries*

Harrison is the Head of Litigation & Dispute Resolution at Clifford Gouldson Lawyers.

He joined the Board of the Toowoomba Chamber in 2016. He fulfilled the executive positions of Secretary and Vice President before being elected as President in 2019. Harrison has had a long association with cricket in Toowoomba and is a proud Toowoomba Grammar School Old Boy.

He was appointed to the TGS Board of Trustees in 2020. When he is not working or volunteering

his time, Harrison enjoys dining out with family and friends, especially his wife, Chantelle and son, Emmett, going to the gym, gardening, reading, and watching sport. He also plays golf, basketball, and cricket when he can.

My Chamber Highlight: The High-Country Harvest lunch and Business Excellence Awards were all highlights, but nothing beats working with the Board and staff as a team to together take the Chamber to new heights.



VICE PRESIDENT *Sam Wright*

Sam is a Partner at Ambrosiussen.

The Business Accountants, a CPA accounting firm in Toowoomba that provides taxation and management accounting advisory services focused on small & medium family businesses and not-for-profit organisations. First involved with the Toowoomba Chamber of Commerce in 2011 as part of the Future Leaders Committee, Sam then took on the role as the Future Leaders Chair for a year.

He joined the Toowoomba Chamber of Commerce Board to fill the role of Treasurer in 2016 until October

2019 when Sam was elected as Vice President. Sam has a fervent belief that a strong and thriving small business community is a bedrock for a successful society.

My Chamber Highlight: The highlight has been the increased level of public advocacy that the Chamber has embarked on. The Board resolved at our strategic planning meeting to increase the level of public advocacy and to "find our voice" on more issues affecting our membership and the Toowoomba business community.



VICE PRESIDENT *Chris Black*

Chris is a financial guru, business advocate, husband, and doting dad to 3 boys. A product of Downlands College and USQ (BBusBCom), as well as a Graduate of the Australian Institute of Company Directors (GAICD), he founded Fortress Financial Solutions in Toowoomba and is recognised as one of the most influential financial advisors in Australia by the Financial Standard.

He advises many clients and successful businesses with pragmatic solutions and has a deep understanding of consumer and business behaviour, financial fundamentals, and future trends.

He is extremely passionate about the local Toowoomba

community, helping people and companies reach their potential, proactive mental health issues and his family.

Chris is also the Chairman of the mental health support service Momentum Mental Health (formerly Toowoomba Clubhouse), as well as a board member at St Savior's Primary school. If he is not at work, he is enjoying the fantastic Toowoomba lifestyle on his pushbike, travelling, playing cricket or golf, or just unwinding with mates at his local down at Fitzy's.

Highlight of the year: Watching 10-year-old entrepreneur Hamish from Hammy's cupcakes win the Chamber Rising Star award and then going on to set big bold goals that I know he will achieve.



TREASURER *Myf Rigby*

Myf is a Director at Accession3 Business Advisers, she is a Certified Practising Accountant, has a Bachelor of Business and a Diploma in Financial Services (Financial Planning).

Myf started running her own business, in partnership, in 2009 and has not looked back. Her passion lies in the areas of strategic planning, both business and personal, disposable cash flow and asset growth.

Her ultimate aim is to see a stress free and comfortable lifestyle for clients and their families.

Myf has held community roles in Goondiwindi and has previously served on the board of Toowoomba Anglican School (TACAPS at the time). Myf is an advocate for education and improvement in all areas of personal, business and community life.

Highlight of the year: Despite the Challenges the last 18 months have thrown at the region Chamber has risen to the challenge of supporting and lobbying for business and, significantly, increasing activities, the reshuffle of the FAN members and the Hight Country Harvest was a great example of a new initiative showcasing the wonderful venues, food, and gin we have to offer in the region.



Jo Sheppard

Originally from a sheep and cattle property near Cunnamulla in far SW Queensland, Jo has worked across a number of industries from agriculture, small business and local government to education, communications and the NFP sector developing skills in both the public and private sectors. Jo was previously an elected councillor for 12 years including Mayor for 4 years with the Paroo Shire Council. Jo holds a Bachelor of Business and is an Australian Institute of Company Directors graduate. She has a sound understanding of the Toowoomba business community having previously worked as CEO

with Toowoomba Chamber of Commerce and also as a Director on the Board of SunWater Ltd, in August 2019 Jo commenced with USQ in the role of Director – Stakeholder Engagement and is the USQ representative on the Toowoomba Chamber board. Jo is also the Chair of the Board of Environmental Markets and Administrator Eco-Markets Australia and she is also a Local Government Grants Commissioner.

My Chamber Highlight: Working with the Chamber to showcase the incredible capability at USQ and connect local businesses with opportunities for their business within the University.



Jenni Butten

Jenni moved back to Toowoomba in 1991. She worked for a large corporation for 10 years before purchasing a small business in Toowoomba, which she owned and operated for 4 years, employing 5 staff. During this time, Jenni also commenced her career at TAFE Queensland in 1996 as an educator, which she undertook for 15 years until transitioning into management roles. She has a passion for training and enabling students to achieve through engaged and enthusiastic educators via a variety of contemporary delivery models.

Jenni was appointed Executive Director Studies at TAFE Queensland Southwest in 2013 and is responsible for leading the Education and training strategy including

Product and Learning and Teaching quality.

Jenni is also the Director of the Toowoomba Region for TAFE Queensland Southwest region and is responsible for engaging with business, community leaders, schools, and industry to build and strengthen relationships with a focus on collaboration and engagement with the primary focus of meeting and exceeding the needs of students, employers, industry and community in the Toowoomba catchment.

My Chamber Highlight: Has been the opportunity to be involved in the Jobs Task force group as this is an area, I am passionate about and can see the links to my TAFE role.



Isaac Moody

Creative, determined, and innovative are ways to describe Prethink Group Managing Director Isaac Moody.

From a background in major event management, Isaac founded Prethink Group in 2011. Prethink Group is a group of small businesses including the historic Gabbinbar Homestead, Scrub Turbo Clean & the Idea Burea. In addition, Prethink Group holds property and

agricultural investments. Isaac is passionate about technological innovation, exceptional service, strategic marketing and fostering a positive staff culture which aims to set others up for success.

A dedicated family man and father of 5 children, Isaac maintains extensive community involvement both locally and nationally in addition to his business interests.



Peta Gray

Peta is a founding Principal Legal Director and Owner of Enterprise Legal, a specialist business law firm that was awarded Best Australian Regional/Suburban Law Firm in 2018 and one of the fastest-growing law firms on the Darling Downs.

Peta has practiced exclusively in Business Law and Commercial Property Law for the duration of her career and as such, has assisted hundreds of business clients – from ‘mum and dad’ start-ups, through to ASX-listed corporates. With her considerable business experience, Peta’s expertise extends past ‘just legals’ and as such, she provides mentoring services to a number of local businesses.

Peta’s reputation as an expert business and legal advisor has also seen her speak at a number of conferences and she is also a casual lecturer in the University of Southern

Queensland law school. Having lived the majority of her life on the Darling Downs, she is an outspoken advocate of everything Toowoomba and the Downs.

Her passion lies in supporting and enhancing small to medium-sized local businesses and the people behind them. She is also a passionate advocate for promoting wellness and sustainability in the small business sector.

My Chamber Highlight: My highlight for the 2020-2021 year was definitely the High-Country Harvest Lunch – it was wonderful for the FAN to have such a successful first event on the back of the Covid pandemic. For some time, it has been a goal of Chamber, specifically the FAN, to bring our local business and producers together for the benefit of both sectors and this event achieved this very successfully. I really look forward to seeing this event evolve further in 2022.

President's REPORT



*The Toowoomba
Chamber of Commerce
is OUR Chamber.*

Our current Toowoomba Chamber community is custodian of an entity that has been supporting Toowoomba businesses for 120 years. With your ongoing contribution, the Toowoomba Chamber will continue to serve the Toowoomba community as the passionately independent voice of business.

2021 has been an exciting year as the Toowoomba business community bounced back hard from the impacts of the worldwide pandemic on our economy. Through that revival, the Chamber has received staunch support and remarkable generosity from its sponsors and members. On behalf of the Chamber team, I thank you.

The Chamber is a profit-for-purpose organisation. Our mandate is to aid our members under three core pillars of advocacy, connection and education. We undertake this role through our commitment and dedication to the objects in our Constitution, being to:

- establish a rapport with civic, business, ethnic and other sectors of the Toowoomba community and be recognised as representing and presenting
- the view of commerce to the general community on behalf of the business community of Toowoomba;
- keep our members informed on important matters affecting trade, commerce, industry, retail and tourism and render a varied and comprehensive service to our members according to their requirements from time to time;
- advocate for our members (individually and collectively) and for positive developments in the trade and commerce space generally, at a local, state and national level;
- to facilitate opportunities for our members to connect and develop mutually beneficial relationships;
- to facilitate and support professional development, training, and upskilling opportunities for our members; and
- to facilitate opportunities for young people in business to be exposed to professional development and advancement opportunities.

*This year, we are
proud to have:*

- brought its popular Business Connect program out of hibernation thanks to a \$25,000 philanthropic grant from the Scanlon Foundation. This project is undertaken in collaboration with CatholicCare Social Services. The project's intent is to help skilled migrants and refugees find employment in Toowoomba and to the west. My thanks to Georgie Carswell for leading this worthy program for the Chamber;
- built a strong record of advocacy via its CBD Revitalisation Advisory Committee, which has been busy liaising with local businesses and working to develop the Toowoomba CBD as a destination for business and tourism. My thanks to Vice President Sam Wright who is the Chamber Board's lead on this Committee;
- fortified its Food and Agri Network (FAN), which links food producers with cafes and restaurants thereby providing a local supply chain and a paddock-to-plate experience. Over the last 12 months, the FAN was responsible for the second edition of the Chamber's Local Food Directory and held a memorable High Country Harvest Lunch featuring farm and distillery tours. My thanks to former Chamber Board Member, Peta Gray for leading the FAN Advisory Group;
- inspired, educated and connected Toowoomba's prospective business leaders through its longstanding Future Leaders initiative. In the past year, the Chamber relaunched its

Future Leaders Mentor Program, invited our member School Captains to lunch to seek their views on business in Toowoomba, gained insights from local politicians at the Politics in the Pub event at the Met Hotel and hung out with those under 35 at the Off the Clock at the Rock Hotel event. My thanks to Vice President Chris Black for leading the Future Leaders Advisory Group;

- continued to work hard with its Jobs Taskforce to analyse local high unemployment figures and look for solutions to this complex challenge. The city needs strategies, advocacy and action to help people find work, particularly our young people, and attract workers, especially skilled workers, to our region. My thanks to the Chamber Board's representative at the Jobs Taskforce's Roundtables, Jenni Butler;
- held a record number of events and workshops, 61 in total. The Toowoomba Chamber was delighted to welcome 4,426 people to its networking, learning and advocacy events and workshops in 2021;
- continued the significant work of Toowoomba Conferences. While health security concerns and uncertainty remained throughout the year, it was pleasing that Toowoomba Conferences assisted with more than 60 direct and indirect enquiries from those interested in holding a business conference in the city, achieving its Key Performance Indicator as set by Toowoomba Regional Council;
- made a profit in 2020-2021 of \$12124;
- advocated firmly on behalf of our members:
 - ◊ at a local level, we pushed our members' five key priorities to Toowoomba Regional Council to assist small business now and in the future. These included reducing red tape; increased local procurement; offering a leg-up for small business (e.g. by waiving fees); an accelerated infrastructure program and CBD revitalisation;
 - ◊ at a State level, we urged reduction to the costs of doing business, better connection, fairness for small business, accelerated infrastructure and programs that create jobs. We worked with Chamber

of Commerce and Industry Queensland to advocate for no new taxes, more grants and incentives, more training and development, small business procurement, fast tracking of permits and reduced fees; and

- ◊ nationally, we continued to advocate for legacy projects like the need for Inland Rail to be up and running, water security and the Railway Parklands development. We formally invited the Prime Minister to come to Toowoomba and meet the local business community to hear from our businesses on how the Federal Government can facilitate making Toowoomba and the region a better place to live, work and invest;
- entered into a Deed of Agreement to create a Regional Chamber Alliance with Progress Crows Nest and led the facilitation of a Regional Business Alliance Summit with other chambers of commerce and progress associations in the Toowoomba region;
- been consistently vocal in the media promoting the interests of our members; and
- represented the our members in groups like Growing Toowoomba, Toowoomba North Small Business Advisory Committee, Inland Rail Community Consultative Committee, Toowoomba Regional Jobs Committee, Bridge Street Quarry Development Advisory Committee, Regional Active Transport Advisory Committee and the Toowoomba Passenger Rail Alliance.

After engaging in formal strategic planning in May, the Chamber Board remains committed to being Toowoomba's peak independent body for the business community. We will continue to:

- build our most vital asset, our membership with a uniquely Toowoomba offering of services through active engagement with the community. Our recent collaboration with DineDarlingDowns is a great example of this;
- persistently advocate for our members at the local, state and federal government levels;
- build strong networks to enable our members to access to supply chain opportunities and facilitate the building of members' brands;

- invest in our reach to grow our relevance and effectiveness to secure the Chamber's financial future; and
- invest in exceptional people to increase the quantity and quality of services we can deliver for our members.

I wish to dearly thank our members, especially those who joined the Chamber for the first time this year. Please do not hesitate to let us know if there are ways in which we can improve our service offering. We are most grateful for your important contribution to our organisation.

A very special thanks to our sponsors whose generous support ensures the Chamber continues to flourish. A strong Chamber equals a strong business community, and our sponsors are a crucial part of our success.

I acknowledge and thank the Chamber's staff, whose hard work, dedication and uncompromising commitment to the well-oiled operation of the Chamber is something of which they should be proud.

I particularly thank my fellow Board members: Vice President Sam Wright; Vice President Chris Black; Treasurer Myf Rigby; Jo Sheppard; Jenni Butler; and Isaac Moody, who demonstrate an unwavering belief in the Chamber cause. I thank Gary Love and Peta Gray for their many years of respected service to the Board before they stepped down during the last year. I appreciate, and am grateful for, their valuable strategic direction.

The Chamber has a markedly positive feel to it at the moment and like a snowball, the Chamber is growing in size as it gathers even more momentum. I am most proud of the welcoming and inclusive culture that the Chamber team has fostered over several years now.

The Toowoomba Chamber is one of the largest and oldest chambers in Australia and with your ongoing support, it will continue to serve Toowoomba well into the future.

On behalf of the Board, I am pleased to present the Toowoomba Chamber's Annual Report for 2020-2021.

HARRISON HUMPHRIES
President

MEMBER
SINCE 1994

Thank you
GARY LOVE!

Long-serving former Board Member, Gary Love, is enjoying some well-earned quiet time in semi-retirement. We asked him to reflect on his years with Toowoomba Chamber:

When did you first join Toowoomba Chamber?

Shortly after I first joined Garden City Canvas and Party Hire in early 1994. I had been a commercial rep for the Primary Industries Branch of Qld Rail and which had developed good relationships at that time with the Toowoomba Chamber of Commerce: main contact back then John Steel. The QR Assistant Commissioner for Commercial had told me years before "son to succeed in business you need a chair at every dog and bun fight in town" today we just call it networking. Regardless of the wording they were wise words and I have always held Chamber networking in high regard.

What have you gained from Chamber over the years?

Other than some really good friends, I have learned from other members

about how they do things in their businesses and I have often been able to introduce those ideas into our business. It really has been a rewarding two-way street of benefits.

With more than thirty years of being in business in Toowoomba, not all have been good times and it is during these times that you can reach out to every contact you have ever made for assistance in finding a way forward. Covid has been great example of this and Toowoomba has really supported its own greatly through this period. This has meant the region has held up better than most areas in Australia, let alone Queensland. I've got to admit the easing of the drought also helped greatly.

What are some highlights/fond memories etc

When I first joined the Chamber, things were different so I've witnessed a lot of changes including stabilisation

under Joy and Jo and now Harrison and Todd. I've also been fortunate to work with many good Board Members. But most importantly, I've seen Chamber finally spread its wings and fly as it earned respect in all tiers of the business community.

Would you encourage members to put their hand up for a turn on the board and if yes, why?

Being part of the Chamber Board was very interesting. We all get a bit bogged down at times in our own businesses and forget other issues confronting many others in our own community and so the Board's chief job is to highlight these issues and advocate on behalf of its members. Great satisfaction can be gained from every little success along the way. Yes, I would encourage anyone interested to put their hand up and be part of this great organisation.



Treasurer's REPORT



How do we describe the 2021 financial year for the Toowoomba Chamber of Commerce and Industry Inc?

- Challenging
- Busy
- Rewarding
- The new normal? *Let's hope not!*

2021

The 2021 financial year has resulted in a small profit of \$12,245. You may remember from my report last year that our 2020 profit, \$113,015, was significantly inflated due to the timing of reporting the income for the ATO Cashflow stimulus, to the amount of \$34,704, being cash not received until the 2021 year and the June Job Keeper payment of \$10,500 not received until July.

Accordingly, a profit of \$125,260 has been recorded for the two years and ATO payments received of \$125,472 has seen the Chamber break even over the two year period. Arguably, achieving what the various stimulus packages were designed to achieve; staff employment was maintained, services were provided, in fact increased, to members at a time when support, communication and advocacy was critical.

That being said it is positive to note, when comparing 30 June 2020 and 30 June 2021, that our total asset position has increased to \$337,408 from \$312,954 and the overall member funds have increased to \$276,991 from \$264,745.

Income for the year was \$692,466 up from the \$638,464 of the 2020 year.

As the Business awards were held late last year and have come around very quickly this year, it is worth highlighting that there is an increase in the income category covering the two years, the 2021 awards being held only a week or so ago.

Where to from here?

I can safely say the Board are focused on continuing to be an independent advocate for members and small business. We aim to support our members, understand our member issues and take those issues forward and influence the various levels of government for a positive outcome for small business. We will do this through our networking and educational events and our events that showcase and celebrate small business success. From a financial point of view the chamber will continue to aim for profitability and direct those profits into projects that leave a lasting and positive impact on small business and Toowoomba as a whole.

MYF RIGBY
Treasurer

Advocacy

The Chronicle *We're for you*

\$2.20 THURSDAY, JUNE 24, 2021

INSIDE: The latest news from Southern Downs and Surat

thechronicle.com.au



LOCALS REJECTED IN FAVOUR OF OUT-OF-TOWN BUSINESS

CARNIVAL DOUGHNUT SNUB

TOM GILLESPIE

ROB Sampson's doughnut business employs residents, donates to charity and fits all the criteria to showcase at the lucrative Carnival of Flowers.

KNOCKED BACK: OMG Decadent Donuts, made up of crewmembers (from left) Rob Sampson, Selena Park, Robert Gillis, Sarah Dwyer, Jana Park and Robert Gillis, has been rejected for a stall at this year's Food and Wine Festival.

But his Toowoomba company has been rejected to host a stall at the upcoming Food and Wine Festival, with organisers instead going with an out-of-town vendor.

Story, Page 2.



SPOTLIGHT ON SURAT BASIN
IN THIS EDITION



HOW ELISE SHARES HER CREATIVITY
STORY, PAGE 3.



NEW OLYMPIAN OVER MOON
PAGE 64.

The Fabulous Caprettos



Australia's newest All Star band!

• DARRYL BRAITHWAITE • RUSSELL MORRIS • JACK JONES • RAI THISTLETHWAITE •
(Southern Sons) (Thirty Men)

Together on stage the entire concert!

Performing all their hits, favourites and more...

RUMOURS INTERNATIONAL

Tickets: www.rumourstoowoomba.com.au

NEW DATE!

FRIDAY 2 JULY 2021

DOORS OPEN 6.45PM

*It is estimated that more than **98%** of all businesses are small, and about **50%** of our population works in a small business. So, when small business hurts, our whole community hurts too.*

*Within excess of **16,000** businesses, small business is a big deal in the Toowoomba region.*

The Chamber wants to see a turbocharged region where businesses expand and more money flows through the local economy. It is achievable but will require the cooperation of all levels of government.

The Chamber wants to see a turbocharged region where businesses expand and more money flows through the local economy. It is achievable but will require the cooperation of all levels of government.

With input from business and the wider community, Chamber has advocated at local, state and Australian government levels, seeking better conditions for small business.

At a local level, we continued to push hard our members five key priorities for Toowoomba Regional Council to assist small business now and in future. These included:

- *reducing red tape;*
- *local procurement first;*

- *offering a leg-up for small business;*
- *an accelerated infrastructure program; and*
- *CBD revitalisation*

We continue to try and influence local policy makers to give local businesses more of a fair go. Striving to see more money dished out locally and spend locally.

At a state level, we urged for a reduction in the costs of doing business, better connection, and fairness for small business, accelerated infrastructure and programs that create jobs we worked with the Chamber of Commerce and Industry Queensland to advocate for no new taxes, more grants and incentives, more training and development, small business procurement, fast tracking of permits and reduced fees.

This was because Toowoomba region's Gross Regional Product is estimated at \$12.19 billion, which represents 3.46% of the Queensland's Gross State Product.

We fought hard for a fair go for incentives to be given to small business employers to get people back to work. A met with Minister's and Shadow Ministers to argue the needs of the business community.

At the Australian government level, we continued to advocate for national legacy projects like the need for Inland Rail to be up and running and water security. We formally invited the Prime Minister to come to Toowoomba and meet the local business community and to hear from our businesses on how the Government can facilitate making Toowoomba and the region a better place to live, work and invest.

We stood up for Toowoomba and the Toowoomba business community defending our world class airport, high class hospital facilities and excellent community and businesses.

Toowoomba Chamber represents our business community on the following committees:

- Growing Toowoomba;
- Toowoomba North Small Business Advisory Committee;
- Inland Rail Community Consultative Committee;
- Toowoomba Regional Jobs Committee;
- Regional active Transport Advisory Committee;
- Bridge Street Quarry Development Advisory Committee; and
- Toowoomba Passenger Rail Alliance.



Future LEADERS

The renewal of the Future Leaders Mentoring Program provides the platform for individual personal and business growth for the region's future leaders, helping our up-and-coming business operators to thrive, meet their goals and go after their dreams.

The Toowoomba Chambers Future Leaders provides a platform that supports the development of our young business owners and professionals who are paving the way for Toowoomba's future success and growth. With thousands of young leaders working in many industries and throughout the Darling Downs, the Future Leaders are the go-to network for young professionals and business owners in our region. Future Leaders enables participants to develop strong networks that help further individual careers, forge friendships, encourage collaboration, empower upcoming young leaders, and overall strengthen the future of the Toowoomba business community. Quarterly 'Future Leaders Connect' events and the Mentor Program are cornerstone initiatives that form the basis of the annual Future Leaders program.

The following four key principles provide the framework of Future Leaders:

- encourage leadership and entrepreneurial spirit of our local young professionals and business owners;
- provide mentorship opportunities connecting Future Leaders with local business leaders;
- boost engagement and networking opportunities for Future Leaders; and
- provide Future Leaders with access to leading local and national speakers to connect with, learn from and be inspired by!



The Future Leaders Advisory Group (FLAG) is comprised of dedicated volunteer Future Leader members who assist Chamber by providing strategic advice to ensure the Future Leaders program provides purposeful and rewarding opportunities for our young leaders. The year was highlighted by:

Re-Launch of the Future Leaders Mentor Program - The Toowoomba Chamber of Commerce and CatholicCare Social Services have joined forces to renew the Future Leaders Mentoring Program (FLMP) in 2021.

A platform for individual personal and business growth for the region's future leaders, the program is all about helping our up-and-coming business operators to thrive, meet their goals and go after their dreams.

The program to be run over 12 months will include monthly meetings between mentees and mentors, 6 workshops throughout the year covering topics such as leadership, mental health in the workplace, business strategy and financial acumen.

Expressions of interest will be released in July for both mentors and mentees.

The FLMP aims to foster connections between the younger members of our business community (mentees) and the best leaders that our region has to offer (mentors). It is about supporting future leaders of our region in their career development as well providing a forum to give back to the small business community, which is the driving force of our community, which is the driving force of our economy.

It is hoped that the mentees will learn new skills, gain confidence, obtain personal insights and learn ways to help them on their way to fulfill their dream and deliver in the local business community.

The program is proudly sponsored by CatholicCare Social Services.

School Captains Lunch – In 2021, we invited our member Head of School and School Captains for a lunch. The event is to discuss leadership, professional and business opportunities and to hear from the next generation of leaders on what needs to be done

to future proof the region. The event will be held on 21 July 2021.

Politics in the Pub @ The Met – The Toowoomba Chamber of Commerce was proud to present a casual and informative session with Trevor Watts and Megan O'Hara Sullivan. They shared their insights about the life of a politician- their passions, sacrifices and the highs and the lows that they have experienced over time.

The event was proudly sponsored by 4Brothers Brewery.

Autumn Social – In March, the FLAG joined other like-minded young professionals for an enjoyable evening of delicious canapes, drinks, and great conversation at The Rock.

The event, proudly sponsored by The Rock provided an environment to share fresh, innovative opportunities for our members to network amongst their peers, establish and develop ongoing business relationships, and to develop their professional and personal skills through education and mentoring programs.

*FLAG is led by Chamber Board Member, **Chris Black**. In 2020, the future leader's advisory group was renewed through an Expression of Interest Process and consists of:*

Jacob Carlile, Director (Qld Hot Property) - Jacob is a businessman and entrepreneur born and bred in Toowoomba and is currently a Director at Qld Hot Property and leads a team managing more than 750 properties in the Toowoomba region. Jacob is an author having published his first business/self-help book "The Dynamics of Change" in 2019. He has always loved business and helping expand the opportunities available for the emerging and growing businesses led by the future leaders of our region is something he is excited about.

Shelley Burchett, Marketing Manager (Proterra Group) - Shelley has been with Proterra Group for more than 4 years and has recently moved from the role of Assets Manager to Marketing Manager. She also recently became a civil wedding celebrant and is on the Committee of the

Institute of Public Works Engineering Australia Southwest Branch.

Shelley is new to the Toowoomba Chamber of Commerce, joining after becoming a finalist in the Future Leader category at the 2020 Business Excellence Awards. She is thrilled to be part of the Future Leaders Advisory Group and is excited at the opportunity to share her passion for business and to help support the growth of future leaders in our region.

April Lancaster-Smith, Marketing Manager (Excavation Equipment) - April is a young marketing professional in the construction, mining and earthmoving industries and is the current Marketing Manager at Excavation Equipment. As the winner of The Downs Aspiring Young Business Women's Award in 2018, April wants to be able to empower women and emulate the footsteps of great female leaders in the Toowoomba Region. She has the determination to progress and break the mould in a typically male dominated industry. April's view in philanthropy make her a proactive contributor to the growth

of the Toowoomba Community and she is an active member of the Apex Club of South Toowoomba.

April has been a member of Future Leaders since 2010 and welcomes the opportunity to assist our members to continue to pave a way for the future success and growth of the Toowoomba Region.

Peter Rowe, Senior Client Manager (Power Tynan) - Peter has enjoyed working with numbers from a young age. Knowing that he can help improve the businesses and livelihoods of clients makes every day enjoyable. Ensuring the best outcome for them is his greatest daily challenge. He loves working at Power Tynan in such a support environment. When away from work, he enjoys being outdoors water skiing and tubing with his family at Leslie Dam in Warwick. He also enjoys social sports including volleyball and mixed netball.

I would like to thank, members of the Future Leaders Advisory Group for their commitment and contribution to the cause.

CHRIS BLACK



Events

Chamber events enable connection and knowledge sharing to build business opportunity and capacity.

The Toowoomba Chamber plays a critical role in connecting our members across the local business community to establish and grow strong, lasting networks as well as explore opportunities to access supply chain networks and build member's brands.

As the financial year started, events and gatherings remained on forced restrictions with limits imposed on attendance numbers, in addition to extra precautions to be addressed during the planning phase, such as COVID-Safe event plans.

Despite these challenges, the Toowoomba Chamber event program recommenced in July 2020 continuing to grow over the 11-month period to incorporate a total of 61 functions for the year. The Chamber welcomed 4,416 people to its networking, learning and advocacy workshops and events, which is an increase of more than 40 percent over the 2019-20 year.

During the 2020-21 financial year, a summary of workshops and events included:

- *1 Let's Reconnect Members Only function*
- *11 Business@Dusk networking evenings*
- *6 business breakfasts*
- *6 President's lunches*
- *Small Business Month, with 7 Workshops & a Trade Show*
- *Political event series incorporating state Government election candidate debate, and Leader of the Opposition breakfast*
- *Reboot of Carnival and Christmas in the CBD.*



Focus HR Business Excellence Awards 2020

The Business Excellence Awards are a rich tradition. A tradition where we get to showcase:

- the diversity and dedication of Toowoomba's business community
- where we get to celebrate business achievement
- promote business best practice; and
- recognise the significant contribution that business makes to the fabric of our fair city.

The Focus HR Business Excellence Awards, proudly presented by the Toowoomba Chamber have long been an annual highlight in Toowoomba, and 2020 was no exception, but in 2020 they took on an extra special meaning. The Awards recognised the challenging year businesses faced, their strength, their aptitude, and their resilience during a worldwide pandemic.

The main goal of our Awards is to acknowledge the year we have all lived through and celebrate with our local business community – its optimism, innovation, and survival.

In 2020, we had over 600 nominations and 100 applicants responding to the revised and simplified application form, judges' site visit and a short 30 second to 1-minute video, where applicants got to describe who they are and what their business does.

And what a night it was! With 460 people filling the Empire Theatre, followed by afterparties around Toowoomba's heart, it was truly a celebration of local.

And what about that truly unique trophy. The Trophy was coordinated by our friends the Cobb and Co Museum. It was a unique hand-crafted Trophy which drew its inspiration from our naming rights sponsor's logo, Focus HR, using wood and steel.

The trophy has come together using four local small businesses including Recognition Plus who sourced the figurine, Damien Cullen of Diverse Cutting and Manufacturing at Biddeston produced the Focus HR logo representation in metal, Wayne Ogden at Oggy's Airbrush and Kustom Paint in Centenary Heights completed the custom painting and Cobb and Co Museum Artisan Andrew MacDonald produced the camphor laurel base.

There are so many people to thank who, in trying circumstances, pulled this event together in rapid time. All nominees, all applicants, judges, The Event Group, Toowoomba 4350, SJA Media and Ben and Georgie on the red carpet, who without their support, an event which celebrates business could not have been delivered.

We should not forget to thank our "After Party" venues, The Spotted Cow, Muller Bros, Café Guitar, George Banks and Zev's Bistro, which confirmed

our commitment to supporting the local business community.

And course, none of this was possible without our sponsors.

We are delighted to be joined by our new naming rights and employer of choice sponsor Focus HR, all our other sponsors, Tilly's Crawler Parts, Toowoomba Regional Council, Regional Development Australia Southwest, CatholicCare Social Services, Toowoomba Surat Basin Enterprise, Bank of Qld Rangeville, Fuji Business Centre Toowoomba, Russell Mineral Equipment, The Chronicle, TAFE QLD South-West, Best Employment and Excavation Equipment.

Finally, a big shout out to our winners:

- **Overall Winner:**
Proterra Group
- **Hall of Fame Inductee:**
Tilly's Crawler Parts
- **Future Leader of the Year:**
Lauren Janson-Roberts
- **Retail:** Westridge Fruit and Vegetables
- **Best Regional Business:**
NRG Services
- **Innovation and Technology:**
Pro-Test Well Services
- **Employer of Choice:**
Power Tynan
- **Community and Not-For-Profit:** Protea Place
- **Professional Services:**
Akadia Training
- **Industry:**
Proterra Group
- **Hospitality:**
Rosalie House Cellar Door
- **Tourism:**
Rosalie House Cellar Door
- **Gerry Doumany Export Award:** Mort & Co
- **People's Choice:**
Hogan's Family Jewellers; and
- **Future Star Award:**
Hammy's Cupcakes





FOOD AND AGRI *Network*

The Toowoomba Chamber of Commerce launched a new industry-led initiative, the Food & Agri Network (FAN) in 2018. FAN's mission is to provide a local platform designed to facilitate the development of stronger linkages and engagement across the Toowoomba food and agri space – encouraging networking, food and farm experiences, education and the promotion of local supply chain opportunities.

Cafes, restaurants, food outlets, retailers, local farmers and food producers form an integral part of the developing food culture here in Toowoomba and the FAN supports the further strengthening of this valuable sector. Chamber's FAN initiative supports those local businesses who are seeking to grow supply chain opportunities here in Toowoomba and assist these businesses to strengthen their long-term profitability and sustainability.

This year the Toowoomba Chamber FAN led or was involved in a number of exciting events and activities:

High-Country Harvest Lunch – One of our region's best kept secrets is the high-country North of Toowoomba, which is fast becoming Queensland's newest 'foodie destination'.

Toowoomba Chamber seeks to grow that reputation and consequently, this year we developed a premium new event called "The High-Country Harvest Lunch", which was proudly sponsored by renowned local legal firm, Enterprise Legal.

The Chamber, in partnership with Hampton Irrigators (who are international food ambassadors for the region) and with the support of Progress Crows Nest, put our High-Country farmers and food producers front and centre to ensure that people in Queensland associate the words 'High-Country' with fabulous food and food experiences from and around the Toowoomba region.

Sharing our region is good for local business and that means it is good for the region's economy and jobs. The High-Country Harvest Lunch was a carefully curated event at Bunnyconnellen featuring a three-course meal by chef Amanda Hinds and local beverages

by Pechey Distilling, Bunnyconnellen Wines and Kombucha. The day also featured farm tours to Avocados R Us, Hampton Blue and a tour of the Pechey Distillery. With almost 100 people in attendance, the inaugural event was a roaring success and we look forward to making it bigger and better next year.

Farm Fest 2021 – FAN proudly had a stall at Farm Fest 2021, with a clear purpose of speaking with a considerable and varied group of people in the food and agriculture industries, in order to better understand the opportunities and challenges they face, to inform the FAN group's priorities and actions. It was also a great way to let these businesses know of Toowoomba Chamber's ability to advocate for their businesses and the wider industry and also facilitate valuable connections with other stakeholders.

Local Produce Directory – After having first been created in 2019, the Local Produce Directory has been revamped and updated in 2021. This directory features a comprehensive list of all local producers from the Darling Downs, from eggs to honey, garlic to pork, nuts to wine. It was re-distributed to cafes and restaurants in the region, providing local chefs with a direct link to the producers, in a simple and easy manner.



The FAN is led by Board Member Peta Gray and consists of a group of dedicated and experienced members, and includes:

- **Dan Farquhar**
The Finch and iCooked;
- **Kristen O'Brien**
Dine Darling Downs;
- **Sally Boardman** Sunnyspot Farms;
- **Jeff Schultheiss**
Darling Fresh Consulting and Darling Fresh Smoke Haus; and
- **Kat Lynn**
Foodie Shots.

PETA GRAY



CBD – REVITALISATION ADVISORY COMMITTEE

Our hearts and minds are about creating the Toowoomba CBD as the city jewel, a must-see destination for local and visitors, that enables local business to thrive.

The CBD is the heart of any city and is typically a meeting place for all the community. Any heart needs constant focus and attention to understand the critical factors that keep it activated and alive and to make us want to visit. It cannot be done alone; it requires a collective effort and collaboration. A partnership between the private sector and government.

Like all places, the city centre will always adapt and change, in rhythm with people's preferences for living, interaction and entertainment. An understanding of such trends like, the economics of development, daily small business opportunities and challenges, the role of major cultural and education facilities, employment, and the value of design, which is good for business, is crucial in building a city centre, that remains in the hearts and minds for all who live in it and visit it.

The centre of a city needs to be a great place and its play a much broader role than purely a commercial and business hub. Great places are where all parts of the community can meet and can be connected. They are people places first and foremost. Bustling environments for working, living, learning and play. Toowoomba's city centre is full of such history. Traditionally, it was the home to commerce, a place where business and homes co-existed and where the community was entertained.

Today, the potential opportunities remain endless. It has an abundance of heritage listed architecture which is a must see for any heritage or architect

buff. And an intricate and layered network of streets and laneways, filled with extraordinary artworks, hidden bars, and coffee shops. It is a treasure.

What makes it even more important to nurture this treasure is that it is the traditional heart of a magical city, with its four distinct and beautiful seasons. A city that sits majestically on the crest of the Great Dividing Range, overlooking south-east Queensland. A city of parks nestled in the tree lined streets. A city with a wonderful and rich history. A city where you can enjoy the tastes of Toowoomba and Darling Downs as quality local produce is celebrated in the diverse eateries.

The CBD advisory committee was formed in 2020 as part of the Chamber's platform as part of the local government election priorities to create the CBD as a destination. The committee understands the significance of the place of this Toowoomba jewel with the context of the city. With experience and knowledge across a range of industry sectors, the committee looks forward to collaborating with government and providing an independent business.

This year the CBRAC:

Established Priority Tasks:
Undertook detailed consultation with a range of businesses including retail, industry, hospitality, accommodation, professional services. There were common themes from our engagement with businesses. These included role of the CBD, public assets interventions, activation, car parking, connections, and brand.





The CBD RAC considered the matters raised by the CBD business community and identified three priorities: increase foot traffic in the CBD; rebrand the CBD; and invest in public assets. These actions are outline below.

TASK	MESSAGE	ACTIONS	RESPONSIBILITY
Priority 1			
Increase foot traffic in the CBD	Invest in people's experience	De-risk inner city living	Toowoomba Regional Council
		Incentivise small business operators (eg rates concessions) to fill empty tenancies	Toowoomba Regional Council
		Partner with the private sector to create and lead housing opportunity in the CBD on Council owned land	Private sector and Toowoomba Regional Council
		Create lively and safe streetscapes to enable a 24/7 day and night economy (eg events and lighting)	Private sector and Toowoomba Regional Council
Priority 2			
Rebrand the CBD	The home of food, art, culture and boutique retails, supported by important day to day services like hairdressers amidst homes.	Create a CBD promotional campaign	Private sector and Toowoomba Regional Council
		Create a CBD investment strategy	Private sector and Toowoomba Regional Council
		Create a CBD “What’s On” Platform	Private Sector
Priority 3			
Invest in Public Assets	Availability and proximity of public car parks	Build a structured car park south of Margaret Street and East of Ruthven Street	Toowoomba Regional Council
	Connect the CBD with Toowoomba and the region	Use existing railway infrastructure to transport people into the CBD	Toowoomba Regional Council
		Create unimpeded and safe cycle and walkways from the suburbs to the CBD	Toowoomba Regional Council
	Stimulate the rich laneway culture.	Make the regeneration of all laneways a priority in the capital works program	Toowoomba Regional Council.
		Create small business opportunity in the laneways	Toowoomba Regional Council
	Identify sites for CBD legacy infrastructure projects	Partner with the private sector to build a convention centre and 25,000 seat stadium in the CBD	Private sector and Toowoomba Regional Council.

CBD Campaign: Worked with Toowoomba Regional Council and Southern Queensland Country Tourism in the development of CBD Campaign Videos. The videos are great starting points for CBD promotion and marketing and directly align to the outcomes sought by the CBD RAC. They cover retail, hospitality, entertainment, and cultural experiences. We congratulate Toowoomba Regional Council on their work.

A Councillor to lead a CBD Portfolio in Toowoomba Regional Council: The CBD RAC called on the Toowoomba Regional Council through the Mayor Paul Antonio asking that the CBD be given its own portfolio and for a Councillor to be appointed as Committee Chair.

The CBD RAC is led by Toowoomba Chamber Vice President, Sam Wright. In 2020, the CBD RAC was formed through an Expression of Interest Process and consists of:

- **Ben Apsey** – Globetrotters
- **Chris Gay** – ELIA Architects
- **Chris Stewart** – LG Hooker
- **Mitchell Bernoth** – Bernoth Properties
- **Gordon Grover** – Specialised Property Consulting
- **Kerry Saul** – Empire Theatre
- **Michael Truskinger** – TRUSports
- **Peter Marks** – Ray White
- **Jasmine Theodosia** – The Met
- **Mary-Lou Coorey** – St Ursula's College

On behalf of the Toowoomba Chamber, I would like to personally thank all members of the CBD RAC for their passion and dedication to work collaboratively to make the CBD a destination that both locals and visitors want to come and explore, play, unwind and stay a night or two or three.

SAM WRIGHT

TOOWOOMBA *Conferences*

Toowoomba Chamber is driven to secure conferences which make a positive impact on local business.

It was pleasing that while there were still health security concerns throughout the year, Toowoomba Conferences assisted with more than 60 direct and indirect enquiries, achieving its Key Performance Indicator as set by Toowoomba Regional Council.

The end of the 2020-21 financial year draws to a close the second year of a three-year contract with Toowoomba Regional Council to manage the Toowoomba Conferences portfolio. Tasked with promoting the local region as a conference and business meeting destination, Toowoomba Conferences is positioned as the region's bureau connecting event organisers and suppliers, as well as showcasing the unique benefits and opportunities of hosting meetings, conferences, sporting, and leisure groups in one of Queensland's largest and fastest growing regional urban centres.

While the immediate impact of the global pandemic was felt in quarter three and four of the 2019-20 financial year, the effect of COVID-19 across the MICE (meetings, Incentives, Conferences, Events) sector continues to have flow-on effects throughout the 2020-21 financial year. This can particularly be seen through the continued Government mandated snap lockdowns that have occurred across South-East Queensland, which has caused some major events to be cancelled (e.g., Basketball Qld U14 State Championships) as well as significantly shortening lead times for event planning.

Despite these challenges, there has been some resurgence across the meetings and events space, particularly from organisations within the state of Queensland with leads coming from businesses and associations that relate to major industry within Toowoomba and the wider Darling Downs region including but not limited to: health, agriculture,

resources, education and sport, as well as Government departments. Further underpinning this recovery was the leisure and recreation sector, which is emphasised through the current strength of the leisure tourism market, and incorporates events such as car rallies, caravan expos, and live entertainment.

It is pleasing to note that while there were still health security concerns throughout the year, Toowoomba Conferences assisted with more than 60 direct and indirect enquiries, achieving its Key Performance Indicator as set by Toowoomba Regional Council. The total number of enquiries had the potential to attract over 11,000 delegates to the area, with the average event size sitting around 120 – 180 people. Not surprisingly, due to the planning logistics involved and the uncertain travel environment, events with more than 100 attendees are considering destination options around six-months from the event date, while below 100 people is very short-term, within around four-weeks.

Related to the overarching trends for the Australian events industry, there have been minimal industry trade shows conducted in late 2020 and into 2021, many of which have evolved into hybrid style expos. In light of lock-downs and border restrictions that limited in-person interactions, and very limited online resources available to capitalise on virtual attendances, these expos were not attended. However, this is a key objective for the bureau moving forward into the new financial year.

In addition, Toowoomba Conferences continues to work with the industry's major stakeholders to strengthen the collaboration and partnership between the peak regional bodies, which includes but is not limited to: Toowoomba & Surat Basin Enterprise, Toowoomba Regional Council, Southern Queensland Country Tourism, Regional Development Australia, Tourism & Events Queensland, Toowoomba & Darling Downs, Wagners Corporation including Wellcamp Airport, and the stakeholders of the former Darling Downs Tourism, to name a few. Building and nurturing these partnerships will allow Toowoomba Conferences to gain further exposure in the promotion of the region and the services the bureau offers.

As we move into a new financial year, it is encouraging to see the enthusiasm for events, particularly face-to-face interactions, is incredibly strong which offers Toowoomba Conferences a valuable opportunity to capitalise on and showcase the region as a MICE destination of choice.



Business Connect

SKILLED MIGRANT AND REFUGEE PROJECT

Creating outreach and collaboration to continue the valuable work of connecting business owners with skilled migrants and refugees looking for employment.

Toowoomba Chamber's Business Connect program is a joint initiative between the Toowoomba Chamber and our major partner – Catholic Care Social Services and the Queensland Government. Chamber's focus has been to build a local skills supply chain, supporting our member businesses to utilise skills from our migrant and refugee population.

It is our goal, to build on the outreach and collaboration we have achieved and continue the valuable work of connecting business owners with skilled migrants and refugees looking for employment.

Catholic Care Social Services and the Toowoomba Chamber of Commerce secured a grant of \$25,000 from the Scanlon Foundation. This grant brought the Business Connect Project out of hibernation.

The project will grow the capacity and confidence of local businesses to employ people from culturally diverse backgrounds whilst arming migrant and refugee jobseekers with vital information to make informed decisions about employment and prepare them in a practical sense for the Australian workplace. To build an understanding of employer expectations both during the recruitment process and in the workplace, local businesses will be engaged to assist with educational sessions. This co-learning environment will facilitate increased awareness as well as a shared understanding and establishment of strong relationships and trust between the business community and migrant / refugee jobseekers.

Pathways to employment will be developed through one-on-one

consultations with businesses to identify job specific needs; and face to face interviews with migrant and refugee jobseekers to ascertain skill sets and match skills to job requirements. Pathways will be further developed through the provision of networking opportunities where migrant and refugee jobseekers can engage directly with local business owners. Through increased interaction, this project seeks to create connections that will lead to long term integration of migrants and refugees into the mainstream Toowoomba business community.

By developing migrant employment pathways, this project aims to:

- change perceptions through education and business support;
- promote increased workforce participation and intercultural connections;
- increase the understanding between diverse cultural groups and the wider community; and
- increase engagement, specifically with the Toowoomba business community.

What started as a pilot joint initiative with CatholicCare Social Services, has now grown into a collaboration

involving many sectors of the Toowoomba community. Chamber's Business Connect project has evolved into a coordinated effort between employers, service providers, job actives and migrant job seekers. We are continuously looking for new ways to create connections that will lead to long term integration of migrants and refugees into the Toowoomba business community.



The poster is for the 'Business Connect Launch Event'. It features a dark blue background with a white graphic of three interconnected circles. The top circle shows a group of people in a meeting. The middle circle shows two hands shaking. The bottom circle shows a person working on a laptop. The text on the poster includes: 'TOOWOOMBA CHAMBER', 'BUSINESS CONNECT LAUNCH EVENT', 'Join the Toowoomba Chamber, CatholicCare Social Services and the Queensland Government as we officially launch the BUSINESS CONNECT | Skilled Migrant & Refugees Project.', 'WHEN: Friday 15th November | 10.30am', 'WHERE: Fitzzy's Tapestry Room | 153 Margaret St', 'CatholicCare Social Services', and 'Supported by Queensland Government' with the state crest.

JOBS TASKFORCE

Roundtable

In 2020, the Toowoomba Chamber called for a Jobs Taskforce, on the back of reports that indicated that youth unemployment in Toowoomba has doubled in the year and our overall unemployment rate was the worst in Australia.

The Jobs Taskforce was established to analyse and evaluate the unemployment figures and discuss practical actions to address the issue.

Employers, employment and training providers and other local stakeholders, have valuable local knowledge and through collaboration we can work together to get job seekers in work.

The outcome being sought from the invited community and business leaders help understand the figures, develop a practical, action orientated plan to address any issues and present these findings to local representatives of all tiers of Government.

The key outcomes were:

- write to the Minister, to advocate for the opportunity of Toowoomba businesses to be incentivised to de-risk their business in employing youth;
- plan for a jobs fair;
- continue to analysis and understand unemployment figures;
- initially focus on our youth and develop and implement practical actions, collaboratively to get Toowoomba's future leaders in work; and

- development of a local campaign on employer opportunities.

As the year progressed, youth unemployment reduced significantly to be at one of the lowest rates in Australia. Regional Development Australia Darling Downs and South-West (RDADDSW) planned initiatives like a youth summit and jobs fair. The changing unemployment level and the work of RDADDSW, led to the Jobs Taskforce considering next steps.

Moving into 2021, the Jobs Taskforce will:

- selling the region;
- bringing needed skills into the region; and
- connecting employers with upskilling program opportunities.

The Jobs Taskforce is led by Chamber Board Member, Jenni Butler. In the 2020-2021 financial year, members of the Jobs Taskforce included:

- **Kris McCue** - DGT
- **Adrian Bonica** – Yellowbridge
- **Trudi Bartlett** – RDA South West
- **David New** – Best Employment

- **Kate Venables** – CatholicCare Social Services
- **Joy Mingay** – Classic Recruitment
- **Linda Rosengreen** – Masterbuilders Queensland
- **Derek Tuffield** – Lifeline Darling Downs South West
- **Mike Paton** – DISCO
- **Julie Kerin** – HB Recruitment
- **Jenni Butler and Michelle Berkhout** – TAFE Queensland South West
- **Ali Davenport** – TSBE
- **Clair Morris** – Cedar Centre
- **Jo Sheppard** – University of Southern Queensland
- **Ken Burton** – FKG
- **Nick Wagner** – WAGNERS
- **Harrison Humphries** – CG Law

A special thanks to key presenters on the statistics in the last j12 months, Khorshed Alam of the University of Southern Queensland and Chris Mills of Stratagenics.

I would like to thank, members of the Jobs Taskforce for their commitment and contribution to the cause.

JENNI BUTLER

Education REPORT

Accessing up to date information, profession development and upskilling opportunities right here in Toowoomba is a core function of the Chamber.

Our members spoke in our member survey and identified that they seek professional development support which resulted in the delivery of 7 workshops covering, business strategy, business planning, financial acumen, use of digital platforms and human resources.

This year, our members, via the member survey identified that they seek professional development support as an education resource and a dedicated page so we could be the conduit of much information about COVID-19.

This culminated in 7 workshops covering, business strategy, business planning, financial acumen, use of digital platforms and human resources.

The virtual library continued to compile resources to support business needs and included podcasts, webinars, and training.

Learnings from our member through our Showcasing a Member Podcasts continued in earnest. Talking one on one with our members we got to explore the trials and tribulations, challenges and

opportunities and learnings about

small business development, directly from our valued members.

The end of the financial year saw 15 podcasts released.

Remember, we still have great articles and blogs on our website and would

love to share your knowledge to the broader business community.

With the website under renewal, we look forward to ramping up the educational resources for our members in 2021-2022.

SAY “YES” TO
LOCAL



Open For Business



TOOWOOMBA
CHAMBER

SPONSORS AND *Members*

Our sponsors and members play a critical role in the financial health and our long-term sustainability of your Chamber.

Toowoomba Chamber of Commerce is an independent organisation that advocates on behalf of local businesses at local, state, and federal level to ensure our business community has a voice. We offer a full program of networking events that provide a platform to strengthen existing networks, develop new contacts and connect with business leaders to maximise growth opportunities for your business.

Sponsors

Toowoomba Chamber offers a range of sponsor benefits tailored to the sponsor's needs. We are proud to provide our sponsors with special recognition, significant branding opportunities to help build business profile.

As a Toowoomba Chamber sponsor (Platinum, Gold and Silver) or an event sponsor, we get to promote sponsor products and services and build the visibility of the sponsor business across our wide-reaching networks, locally and beyond.

The marketing we undertake for our sponsors is aimed at reaching employers and employees across our membership, corporate decision makers, the supply chain, and consumers across the Toowoomba business community and beyond.

Our sponsors have access to direct mail of 346 members, distribution

to our business network of 4000 businesses, with national outreach, and an audience of over 7900 via our digital platforms.

Currently we are generously supported by many local businesses that are committed to being a sponsor to enable us to proactively stand up for Toowoomba business.

Members

The Chamber receives no direct government funding, which allows it to put its members' interests first.

Toowoomba Chamber offers a range of membership benefits combined with being a part of the largest regional Chamber of Commerce in Queensland. With 343 members at the end of financial year across our region, Toowoomba Chamber membership is one of the most cost effective and beneficial peak member organisations that you can belong to.

Member Benefits

Queensland largest regional Chamber of Commerce offers a range of membership benefits which include:

- business listing in the Toowoomba Chamber Business Directory;
- annual recognition in the Toowoomba Chamber Business Journal;
- announcement at Business@Dusk (new members only);

- invite to Toowoomba Chamber On-Boarding Briefing (new members only);
- opportunity to participate in advisory groups;
- targeted business introductions and referrals, in person or by email;
- Toowoomba Chamber suppliers and services are secured from the membership base first;
- event and training tickets at member prices for all staff;
- recognition in attendee guest lists distributed before attended networking events;
- invitation to member only events;
- Chamber Business Journal Advertising at member prices;
- opportunity to promote your offers, events, news stories or services (as provided to the Chamber) through our digital platforms;
- advertise member2member offers on our website;
- hire our boardroom at member prices;
- be part of a network of an engaged business community; and
- support and represent you at all levels of government.

During the last financial year, we:

- engaged with at least businesses;
- made 140 email and personal introductions and referrals;
- welcomed 76 new members;

Members

Member List

Ability Enterprises	Family Business Central	Southern Queensland	Friendlies Pharmacy -	Ray White Commercial
Accession3 Business & Financial Advisers	Feather & Lawry Design	Rural Health	Discount Drug Store	Toowoomba
Accountability BAS & Bookkeeping Services	Ferriby Group of Companies	Specialised Property Consulting	Frontier Voice & Data	RB Finance
Acumen Accounting & Business Services	Finch Legal	Spyder Displays	Fuji Xerox Business Centre	RDH Integration Services
Acumenis Pty Ltd	Findex Services	Square Peg Social Performance	Gabbinbar Homestead	Recognition Plus
Advanced Personnel Management	Fittion Insurance (Brokers) Aust	St Hilliers Property	Gallagher Benefit Services	Renew Psychology & Rehabilitation
Alpine Refrigeration	Fitzy's Toowoomba	St Marys College Toowoomba	Garden City	Renovare Toowoomba
Altitude Wealth Solutions	FK Gardner & Sons	St Mary's College Toowoomba	Constructions Pty Ltd	Reward Hospitality
Ambrosiussen Accountants	Flair Marketing and PR	St Ursula's College	GC Event Hire	Rightsize Technology
Andersens Floor Coverings	Focus HR	St Vincents de Paul	GHD Services Pty Ltd	River 94.9
ANZ Bank	Foodie Shots Photography	St Vincents Hospital	Globetrotters Travel & Cruise	Robertson Scannell
AON Risk Services	Foxtail Productions	Stahmann Webster	Golden West Apprenticeships	Round Square Marketing
Australia Ltd	Freedom Lifestyle & Fitness	Startup Toowoomba	Golf Marketing Services	RSM
Apollo Accounting Pty Ltd	Jim's Test & Tag	Staunch Locksmiths	Good Year Auto Care	Russell Mineral Equipment
Apsey Investments Pty Ltd	JJ's Waste & Recycling	Stock Locker Pty Ltd	Toowoomba	Ryley Jewellery Creation
Aqua4Life	Joe Doyle's JRD Accounting	Straney & Collier Pty Ltd	Grace Information Management	Safe Journey Australia
Armstrong Auto Group	Joe Wagner Group Pty Ltd	Strategic Planners	Graham Financial	Safe Resolutions Pty Ltd
ARO Visas	Joshua Bamford	Struxi Design Pty Ltd	Grand Central	Sally Boardman
Arrow Energy	JRS Manufacturing Group	Study Toowoomba	Green Bee Communications	Salt Studios
ARTC Inland Rail	Kath Dickson Family Centre	Suncorp	Greenridge Press Pty Ltd	Sarge's Barber Shop
Arthur J Gallagher & Co (AUS) Limited	Kehoe Myers Consulting Engineers	Sunsuper	Grivity	The Downs Club
ASKAFOODTECH PTY LTD	Kennedy Spanner Lawyers	Sutherland Reid Farrar (SRF)	GTH Accounting Group Pty Ltd	The Event Group Toowoomba
Aspect Architects	Kinlan Consulting	Chartered Accountants	Hammy's Cupcakes	The Finch
ATF Toowoomba Pty	Lifeline Darling Downs & South West QLD	SV Partners	Hampton Irrigators	The Glennie School
Aurora Training Institute	Lisa Moore Book Keeping	Swanky Australia Pty Ltd	Hannas Toowoomba	The Handmade Collective
Australia Community Media	Little Pig Consulting	Swift Energy Group	HappyToo Local	The Luxe Bloom
Australia International	Local Search	SWQ Training	Premium Delivery	The Macfab Group
Logistics Pty Ltd	Lockhart Drafting & Design	Synergy Accountants	HARO Civil Engineering	The Met Hotel
Australian Red Cross	Love Me Forever Boutique	TAFE Qld	Harvey Norman	The Pestman QLD
Blood Service	MacDonald Law	TalentSpring	HB Group	The Potters Group
Bandland Toowoomba	Made With Love Toowoomba	Tax Partner Pty Ltd	Help Employment & Training	The Propel Group (RB Sellers)
Bank of Queensland	Magnify Wealth	Taylor's Removals & Storage	Heritage Bank	The Rock Pub
Bartley Legal Pty Ltd	Make A Dent Leadership	Telstra Store Toowoomba	Homestyle Bakeries Pty Ltd	The Spotted Cow
BASE Services Inc	Maktrans QLD Pty Ltd	Tentworld	Hooper Accountants	The Trusted Advisor
Creative Blinds Toowoomba	Marissa Irvine Psychology	The Arbour Boutique	Horizon Accounting	Tilly's Crawler Parts
Creevey Russell Lawyers	Matt Edwards Photography	Apartment	Group Pty Ltd	Toowoomba and Surat
Toowoomba	McAdam & Turnbull Realty	The Bavarian	Hutchinson Builders	Basin Enterprise
Darling Downs and	McCabe Consulting	The Bold Effect	Identity Computing	Toowoomba Anglican School
West Moreton Primary	McConachie Stedman Pty Ltd	The Cave Gym	Impact Lighting Co	Toowoomba Chamber of Commerce
Health Network	McConaghy Properties	The Chronicle	Inspiring New Horizons	Toowoomba Club House
Darling Downs Tarpaulins	McNab Constructions	WIN Television Qld Pty Ltd	InterLinkSQ -	Toowoomba Cruise & Travel
Darling Fresh Consulting	Aust Pty Ltd	Wippell's Autos	Intuitive Super Pty Ltd	Toowoomba Garden of Remembrance
David Fredericks Computer Training for Senior Citizens	Meals on Wheels St	Beadles	Ivy Insurance	Toowoomba Grammar School
Department of Employment, Small Business & Training	Stephens Toowoomba	Beauaraba Living	J Rowe & Son Pty Ltd	Toowoomba Hospital
Digimark Australia	Metisto Artisan Chocolate	Bell Potter Securities Ltd	Jane and Henry	Foundation
Digit IT	Middle Ridge Golf Club	Bendigo Bank	JEFO Australia Pty Ltd	Toowoomba Regional Council
Dine Darling Downs	(Toowoomba Golf Club Ltd)	Bernoth Properties	Jim's Skip Bins Toowoomba	Toowoomba Regional Council VENUES
DMS Creative	Minor Hotels - Oaks	Best Employment	OMG Donuts Darling Downs	Toowoomba Sports Ground
Domestic Violence	Hotel Toowoomba	Betros Bros	NRG Services	Toowoomba Wholesale Distributors
Action Centre	MJH Finance	Birch Carroll & Coyle Cinemas	Oakey Beef Exports Pty Ltd	Toowoomba-4350tv
Donaldson Law	Monkey Business Catering	Bishopp Advertising	O'Neill Family Law	TruSports
Dornbusch Partners	Morgans Financial Ltd	Bohm Industries	Orgro	TS Burstows Funerals Pty Ltd
Downs Group Training/ Apprenticeship Co.	Mort & Co	Breakaway Toowoomba	PARF Company 10 Pty	Tursa Employment
Downs Industry Schools	MRAEL	Broadpectrum Pty Ltd	Limited atf The Coopers	University of Southern Queensland
Co-op Inc (DISCO)	MTA Travel	Brockagh Pty Ltd	Gap Project Trust	Upgrade Bookkeeping
Downs Office Equipment & Supplies Pty Ltd	Muller Bros	Browns Office Choice	Peter Eldridge	USQ Student Guild
Drew Camm Commercial Pty Ltd T/A DC Commercial QLD	Multicultural Australia Ltd	BS & CM Hardy	Petria Liana Designs	Vanguard Laundry Services
E Consult Accounting	Murdoch Lawyers	Burke & Wills Hotel	Picket Fence Properties	VHD Studio
Eakoh Australia Pty Ltd	NAB	Busy at Work	Picnic Point	Vigour Graphics
Easternwell Group	National Trust of Australia (Queensland)	Catering People	Platinum International	Virtual Technology
EFEX Technology Managed	New Focus First Aid	Catholic Diocese Toowoomba	Toowoomba	Services Pty Ltd
ELIA Architecture	New Hope Group	CDI Pest Management	Porter Designs	Visual Focus
Elite Screening Australia	Northbuild Construction	CEDAR Centre Toowoomba	Power Tynan	Vital Places
Elliotts Accounting	QLD Pty Ltd	Central Apartments	Precision Accounting & Bookkeeping Services	Wagner Corporation- Twba
EMJAE Consulting	Northpoint Motel	Chip Saint	Proterra Group	Wellcamp Airport
Empire Theatre Pty Ltd	Serengeti Print Group	Classic Beauty Therapy	Pulse DC Pty Ltd	Wagner Group
EmployeeMe	Seven Toowoomba	Classic Recruitment & Business Services	QantasLink	Warren J Midgley Leadership and Executive Coaching
Engage and Create Consulting	Shelley Burchett - Future Leaders	Clifford Gouldson Lawyers	QLD Hot Property	Wearing Memories
Enterprise Legal	Shirley-Anne Gardiner (individual)	Clontarf Foundation	QLD Employer Assist	Webster Cavanagh
Ergon Energy Pty Ltd	Simply Standout Marketing	Colliers International (Toowoomba)	QMS Assist	Real Estate Pty Ltd
Everymind	SJA Media Services	Commonwealth Bank Australia	Qsuper	Western Edge Real Estate
Excavation Equipment Pty Ltd	Snow & Co	Corella Office Furniture	Qteq Pty Ltd	Willow Vale Cooking School
	Solar Power Store	Create Consult Research	Quadtech	Work Wise HR
	South Queensland	Friendlies Pharmacy -	Queensland Museum Network	YellowBridge QLD Ltd
	Investment Solutions P/L	Discount Drug Store	t/a Cobb & Co Museum	
	Southern Cross Austereo	Frontier Voice & Data	Queensland Professional Engineering Group	
		Fuji Xerox Business Centre	Quest Toowoomba	
		Gabbinbar Homestead	RAMS Home Loans	
			Rangecrest Business Services	



CHAMBER MEMBER SURVEY 2021



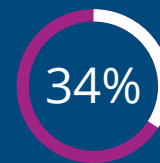
These top line results are a selection taken from the Create Consult Research Toowoomba Chamber of Commerce Members Survey across December 2020 to January 2021.



One in Four Members
Represented



Owner



Director | Manager



Staff

TOP THREE CHAMBER EVENTS

Multi-Choice



I always enjoy the business at dusk - they are a great opportunity to see what is happening in our area and showcase hard working businesses that aren't always given an opportunity. Female | Small Business | Owner

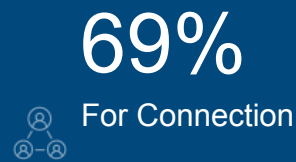
TOP 3 EVENT & EDUCATION DRIVERS

Multi-Choice



WHY A CHAMBER MEMBER

Multi-Choice



The Create Consult Research Toowoomba Chamber of Commerce Members Survey across December 2020 and January 2021. The Completed Full Sample totalled 59 People and represents just over 1 in 4 Chamber Members who Opened the Member Emails Sent, or 25.8% of Members Completing the survey.



Governance

Toowoomba Chamber is committed to good governance.

Significantly, the Board resolved in policy Toowoomba Chamber suppliers and services are secured from the membership base first.

The Toowoomba Chamber undertook a review of its processes, and policies in 2021. The review was critical in embedding the Board's expected behaviour and judgement for staff and contractors in and involved with the organisation and themselves.

The review facilitated the creation of new strategic plan, investigated operational effectiveness, created a transparent and prudent regulatory compliance, a financial, procurement and risk management regime and embedded our constitutional objects in daily decision making to ensure the Toowoomba Chamber delivers on its goals and purpose.

Significantly, the Board resolved in policy Toowoomba Chamber suppliers and services are secured from the membership base first

In a year, the following was created or reviewed and adopted:

- Strategic Plan;
- Crisis Management Plan;
- Finance and Procurement Policy;
- Conflict of Interest Register and Policy;
- Code of Conduct;
- Drug and Alcohol Policy;
- Confidentiality Policy;
- Cessation of Employment Policy;
- Attendance at Work Policy;
- Annual Leave Policy;
- Personal Leave Policy;
- Long Service Leave Policy;
- Parental Leave Guidelines;
- Work Travel Related Expense Policy;
- Workplace Health and Safety Policy;
- Sexual Harassment Policy;
- Performance Management Policy;
- Internet, Social Media and Email Policy;
- Harassment and Bullying Policy;
- Grievance Conflict Dispute Handling Policy; and
- EEO Policy.



Financial **STATEMENTS**



**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
TOOWOOMBA CHAMBER OF COMMERCE AND INDUSTRY INC.**

Opinion

I have audited the financial report of Toowoomba Chamber of Commerce and Industry Inc. (the Entity), which comprises the balance sheet as at 30 June 2021 and the income statement, and notes to the financial statements, including a summary of significant accounting policies.

In my opinion, the accompanying financial report presents fairly, in all material respects, the financial position of the Entity as at 30 June 2021, and its financial performance for the year then ended in accordance with the Associations Incorporation Act (QLD) 1981.

I conducted my audit in accordance with Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of my report. I am independent of the Entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to my audit of the financial report in Australia. I have also fulfilled my other ethical responsibilities in accordance with the Code.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Emphasis of matter – basis of accounting

I draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist the Toowoomba Chamber of Commerce and Industry Inc. to meet the requirements of the applicable legislation. As a result, the financial report may not be suitable for another purpose. My opinion is not modified in respect of this matter.

Responsibilities of management and those charged with governance for the financial report

Management is responsible for the preparation and fair presentation of the financial report in accordance with the financial reporting requirements of the applicable legislation and for such internal control as management determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the Entity's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless management either intends to liquidate the Entity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Entity's financial reporting process.

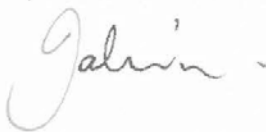
Auditor's responsibilities for the audit of the financial report

My objective is to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedure that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the registered entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Entity.
- Conclude on the appropriateness of the Entity's use of the going concern basis or accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves a true and fair view.

I have communicated with the Entity regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.



Jessica Galvin

CA ANZ, RCA

Dated: 17 September 2021

Greenmount

0478 704 356 | jgalvin@jgaudit.com.au | www.jgaudit.com.au

TOOWOOMBA CHAMBER OF COMMERCE AND INDUSTRY INC

ABN: 78 423 372 476

CONTENTS

FOR THE YEAR ENDED 30 JUNE 2021

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Balance Sheet	3
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TOOWOOMBA CHAMBER OF COMMERCE AND INDUSTRY INC**ABN: 78 423 372 476****INCOME STATEMENT****FOR THE YEAR ENDED 30 JUNE 2021**

	2021	2020
	\$	\$
INCOME		
ATO Cash Flow Boost (Non-Assessable)	-	59,472
ATO JobKeeper Subsidy (Assessable)	31,500	34,500
Business Awards	216,387	50,655
FL Networking Event	4,909	5,914
Government Grants	72,500	113,025
Interest Received	1,100	6,104
Journal Advertisements Income	850	2,800
Memberships	115,479	119,074
Non-Government Grants	13,920	30,000
Rebates Received	-	13,331
Registrations	86,438	60,636
Service Fees	8,759	8,350
Small Business Expo	40,155	-
Sponsorship	100,469	134,603
	692,466	638,464
EXPENSES		
Advertising & Promotion	63,752	23,783
Annual Leave Provisions	5,740	(6,213)
Bad Debts	2,005	3,477
Bank Charges	575	1,200
Business Awards	25,313	67,670
Consultants Fees	46,318	36,690
Depreciation	1,993	540
Donations	1,250	-
Electricity & Gas	6,016	4,015
Entertainment	1,619	1,034
Food, Beverage & Venue Expense	122,160	38,150
Hire of Plant	1,170	3,330
Information Technology Expense	6,838	5,948
Insurance	4,919	4,053
Legal Costs	633	1,500
Licences, Registrations, Permits	270	78
Meetings	4,098	2,942
Office Expenses	672	862
Postage	228	280
Printing & Stationery	1,761	953
Professional Fees	15,396	19,309
Rent	30,947	20,145
Repairs & Maintenance	558	200
Salaries	287,279	259,109
Speaker Gifts & Costs	631	180

TOOWOOMBA CHAMBER OF COMMERCE AND INDUSTRY INC**ABN: 78 423 372 476****INCOME STATEMENT****FOR THE YEAR ENDED 30 JUNE 2021**

	2021	2020
	\$	\$
Staff Amenities	305	1,552
Subscriptions & Memberships	3,364	1,702
Superannuation	27,015	21,856
Telephone	8,869	9,935
Travelling	-	1,169
Trophies	5,927	-
Website Expenses	2,600	-
	<hr/>	<hr/>
	680,221	525,449
NET PROFIT	<hr/>	<hr/>
	12,245	113,015
Retained earnings at the beginning of the financial year	264,745	151,730
	<hr/>	<hr/>
RETAINED EARNINGS AT THE END OF THE FINANCIAL YEAR	<u>276,991</u>	<u>264,745</u>

TOOWOOMBA CHAMBER OF COMMERCE AND INDUSTRY INC**ABN: 78 423 372 476****BALANCE SHEET****FOR THE YEAR ENDED 30 JUNE 2021**

	2021	2020
	\$	\$
CURRENT ASSETS		
Heritage A/c 1029 0044 - S21	136,440	63,712
Heritage A/c 1029 0044 - S26	166,427	165,342
Heritage A/c 1408 4775	-	1
Trade Debtors	30,378	80,573
TOTAL CURRENT ASSETS	333,246	309,628
NON-CURRENT ASSETS		
Deposits Refundable	2,432	2,432
Plant & Equipment - at Cost	24,139	21,309
Less Accumulated Depreciation	(22,408)	(20,415)
TOTAL NON-CURRENT ASSETS	4,162	3,325
TOTAL ASSETS	337,408	312,954
CURRENT LIABILITIES		
Business Visa	1,751	1,157
Trade Creditors	14,322	20,899
PAYG Withholding	4,321	4,974
Superannuation Payable	6,692	5,965
Provision for Annual Leave	14,015	8,276
Other Creditors	(165)	(165)
Accrued Income	8,352	-
GST Payable	11,128	7,103
TOTAL CURRENT LIABILITIES	60,417	48,208
TOTAL LIABILITIES	60,417	48,208
NET ASSETS	276,991	264,745
MEMBERS' FUNDS		
Retained earnings	276,991	264,745
TOTAL MEMBERS' FUNDS	276,991	264,745

TOOWOOMBA CHAMBER OF COMMERCE AND INDUSTRY INC**ABN: 78 423 372 476****NOTES TO THE FINANCIAL STATEMENTS****FOR THE YEAR ENDED 30 JUNE 2021**

The financial statements cover Toowoomba Chamber of Commerce and Industry Inc as an individual entity. Toowoomba Chamber of Commerce and Industry Inc is a not-for-profit association incorporated in Queensland under the Associations Incorporation Act 1981 ('the Act').

Comparatives are consistent with prior years, unless otherwise stated.

1 Basis of preparation

In the opinion of the Committee of Management, the association is not a reporting entity since there are unlikely to exist users of the financial statements who are not able to command the preparation of reports tailored so as to satisfy specifically all of their information needs. These special purpose financial statements have been prepared to meet the reporting requirements of the Act.

The financial statements have been prepared on an accruals basis and are based on historical costs modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

The following significant accounting policies, which are consistent with the previous period unless stated otherwise, have been adopted in the preparation of this financial report.

2 Summary of significant accounting policies**Income tax**

The association is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997*.

Leases

Lease payments for operating leases, where substantially all of the risks and benefits remain with the lessor, are charged as expenses on a straight-line basis over the life of the lease term.

Revenue and other income

Revenue is recognised when the amount of the revenue can be measured reliably, it is probable that economic benefits associated with the transaction will flow to the Association and specific criteria relating to the type of revenue as noted below, has been satisfied.

Revenue is measured at the fair value of the consideration received or receivable and is presented net of returns, discounts and rebates.

TOOWOOMBA CHAMBER OF COMMERCE AND INDUSTRY INC**ABN: 78 423 372 476****NOTES TO THE FINANCIAL STATEMENTS****FOR THE YEAR ENDED 30 JUNE 2021****Grant Revenue**

Grant revenue is recognised in the statement of profit or loss and other comprehensive income when the entity obtains control of the grant, it is probable that the economic benefits gained from the grant will flow to the entity and the amount of the grant can be measured reliably

Interest revenue

Interest is recognised on receipt.

Goods and services tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payables are stated inclusive of GST.

Property, plant and equipment

Each class of property, plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation and impairment.

Items of property, plant and equipment acquired for nil or nominal consideration have been recorded at the acquisition date fair value.

At the end of each annual reporting period, the depreciation method, useful life and residual value of each asset is reviewed. Any revisions are accounted for prospectively as a change in estimate.

Depreciation

Property, plant and equipment, excluding freehold land, is depreciated on a diminishing value basis over the assets useful life to the Association, commencing when the asset is ready for use.

The Association has a capitalisation policy to fully depreciate any assets under \$1,000.

Leased assets and leasehold improvements are amortised over the shorter of either the unexpired period of the lease or their estimated useful life.

Cash and cash equivalents

Cash and cash equivalents comprises cash on hand, demand deposits and short-term investments which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

TOOWOOMBA CHAMBER OF COMMERCE AND INDUSTRY INC**ABN: 78 423 372 476****NOTES TO THE FINANCIAL STATEMENTS****FOR THE YEAR ENDED 30 JUNE 2021****Employee Benefits - Provision for Long Service Leave**

The liability for long service leave is recognised and measured at the present value of the estimated future cash flows to be made in respect of all employees with 7 or more years service at the reporting date. In determining the present value of the liability, attention rates and pay increases through promotion and inflation have been taken into account.

No long service leave is accrued on the balance sheet as no current staff member has provided more than 7 years of service.

Charges, securities or mortgages

No charge, security or mortgage effects the associations property.

Provisions

Provisions are recognised when the association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

Provisions are measured at the present value of management's best estimate of the outflow required to settle the obligation at the end of the reporting period. The discount rate used is a pre-tax rate that reflects current market assessments of the time value of money and the risks specific to the liability. The increase in the provision due to the unwinding of the discount is taken to finance costs in the statement of profit or loss and other comprehensive income.

Critical Accounting Estimates and Judgements

Those changes with governance make estimates and judgments during the preparation of these financial statements regarding assumptions about current and future events affecting transactions and balances.

These estimates and judgements are based on the best information available at the time of preparing the financial statements, however as additional information is known then the actual results may differ from the estimates.

TOOWOOMBA CHAMBER OF COMMERCE AND INDUSTRY INC**ABN: 78 423 372 476****NOTES TO THE FINANCIAL STATEMENTS****FOR THE YEAR ENDED 30 JUNE 2021****Key estimates - provisions**

As described in the accounting policies, provisions are measured at management's best estimate of the expenditure required to settle the obligation at the end of the reporting period. These estimates are made taking into account a range of possible outcomes and will vary as further information is obtained.

Key estimates - receivables

The receivables at reporting date have been reviewed to determine whether there is any objective evidence that any of the receivables are impaired. An impairment provision is included for any receivable where the entire balance is not considered collectible. The impairment provision is based on the best information at the reporting date.

Key estimates - Useful lives of depreciable assets

Management reviews its estimate of the useful lives of depreciable assets at each reporting date, based on expected utility of the assets. Uncertainties in these estimates relate to technical obsolescence that may change the utility of certain software and IT equipment.

3 Events after Balance Date

In March 2020, the WHO classified the COVID-19 outbreak as a pandemic, based on the rapid increase in exposure globally. The full impact of the COVID-19 outbreak continues to evolve as of the date of this report. As such, it is uncertain as to the impact this may have on the operations of the Association.

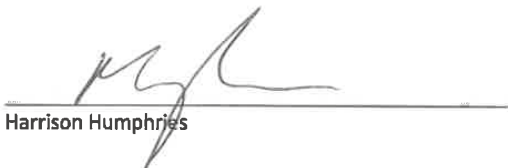
TOOWOOMBA CHAMBER OF COMMERCE AND INDUSTRY INC**ABN: 78 423 372 476****STATEMENT BY MEMBERS OF COMMITTEE**

The committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 2 to the financial statements.

In the opinion of the committee the financial report:

1. Presents fairly the financial position of Toowoomba Chamber of Commerce and Industry Inc as at 30 June 2021 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that Toowoomba Chamber of Commerce and Industry Inc will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the committee and is signed for and on behalf of the committee by:


Sam Wright
Harrison Humphries

Dated: 17th Sept 2021.



TOOWOOMBA CHAMBER

Our Voice for Business

Advocacy: Toowoomba Chamber of Commerce is an independent organization that advocates on behalf of local business at a local, state and federal levels ensuring our business community has a voice that is heard.

Networking: We offer a full program of member networking events that provides a platform to strengthen existing networks, develop new contacts and connect with business leaders to maximise growth opportunities for your business.

Education: Chamber offers many educational opportunities for members in the form of workshops, webinars and events with guest speakers and panel discussions.

Strategy: Chamber members also have the opportunity to contribute to key strategic projects that shape the future direction of our local business community while ensuring specific business requirements are considered.

For further information about Toowoomba Chamber
Membership email admin@toowoombachamber.com.au



TOOWOOMBA
CHAMBER OF
COMMERCE