

# The BUSINESS

JOURNAL  
VOLUME 10



TOOWOOMBA  
CHAMBER OF  
COMMERCE



## Special "Care" Edition

### GET TO KNOW

Our local care  
organisations

### WOULD YOU?

Employ someone  
with a disability?

### TRAINING PROVIDERS

in the care sector

### plus

people, projects,  
produce and  
lots more

## Dear Members

The Toowoomba Chamber has completed a thorough review of its membership categories and pricing.

Membership benefits were reviewed; new opportunities identified and better value for and transparency to our members explored.

The result: A new tiered membership emerged; new business pathways created and a fairer and more equitable pricing structure settled. We've also rearticulated and enhanced member benefits.

### *As a member of the Toowoomba Chamber, your business receives the following member benefits:*

- business listing in the Toowoomba Chamber Business Directory
- annual recognition in the Toowoomba Chamber Business Journal
- announcement at Business@Dusk (new members only)
- invitation 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 member-to-member offers on our website
- hire our boardroom at member prices

- be part of a network within an engaged business community

- we support and represent you at all levels of government.

Over the past decade, our records show, only a very small adjustment has been made to membership pricing. This adjustment occurred in 2018 where prices increased \$10 for sole traders, \$19 for micro-businesses, \$25 for small-medium businesses (4-10 employees) and \$35 for an enterprise (more than 11 employees).

Membership fees are a core component of our income and play a critical role in the financial health of the Toowoomba Chamber and its long-term sustainability. The Chamber receives no direct government funding, which allows it to put its members' interests first. Over that period:

- we have seen an average increase in CPI of about 2.1% per year.
- there has been an increased cost of doing business highlighted by utility charges and compliance.
- we have invested in our people and our infrastructure.
- we have built a renowned event program to network with our business community, which features around one event per week on average.
- we developed advisory groups to:
  - facilitate greater engagement with our food and agriculture industry, future leaders, and the central business district; and
  - swiftly respond to workforce issues.
- we have solidified our seat at the table as the independent voice of business in the region by:
  - increasing our advocacy efforts to fight hard and stand up for our members and Toowoomba generally at all levels of Government; and
  - forming strategic alliances and relationships with other

chambers and progress associations in the region.

The circumstances promoting the change in pricing are compelling. Our costs are growing and to service your membership benefits, and to enable the team to continue to evolve and excel, the Toowoomba Chamber is taking meaningful steps to grow its revenue to support you, our members.

One step to facilitate this is the new tiered membership levels and a new pricing structure based on full time employee numbers.

### **Starting 1 July 2021, the new membership levels and fees are:**

Membership Level	Annual Fee (\$)
Student	25
Individual   Sole Trader   Future Leader	194
Micro-Business (2-4 Employees)	388
Small Business (5-10 Employees)	552
Small Business (11-19 Employees)	824
Medium Business (20-50 Employees)	981
Medium Business (51-100 Employees)	1221
Large Business (100+ Employees)	1514

The Chamber is grateful to be able to rely on your support. By coming together at this critical crossroads, we have a chance to continue to build on the legacy of the past and create a legacy of our own.

If you wish to discuss any matters in this letter, please do not hesitate to contact me on 0413 172 766 or [ceo@toowoombachamber.com.au](mailto:ceo@toowoombachamber.com.au)

Yours sincerely



**Todd Rohl**  
Chief Executive Officer





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# PRESIDENT'S message

*Respect for the  
more vulnerable  
in our community*



Winter is upon us and with it comes cool, crisp mornings and long, chilly evenings. Unfortunately, there are people in our community who feel the cold more than others: our elderly and those sleeping rough. This volume of the Toowoomba Chamber's Business Journal centres on a vital sector of our local economy: those involved in caring for others.

Anyone who has endured a family member's journey through palliative care in particular will know how important this industry is to our community.

Like much of Australia, Toowoomba has an ageing population, illustrated by the ever-growing number of retirement villages, nursing homes and a health industry that is this region's largest employer. But Toowoomba's 'care' options are not limited to aged care - we are lucky to have many providers in the disability, youth, refugee and migrant, homeless and women care spaces.

The Chamber is lucky to have several of these providers as members and looks forward to continuing to support them as they provide ongoing services to those who need them the most.

I hope you enjoy reading this edition of our Business Journal, which recognises those who do a wonderful job of looking after the more vulnerable in our community.

## HARRISON HUMPHRIES

*President Toowoomba Chamber*

### NEW MEMBERS

 **VEOLIA**

*Jessica*  
**RITCHIE**

 **REGIONAL ROAR**  
DIGITAL MARKETING

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Data & Voice Solutions

 **SMK**  
Land Surveyors

 **mis** insurance brokers

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 **TRACY SHEEN**  
THE SPINNAK GROUP

 **MADWITH LOVE**

**Trevor WATTS MP**  
Member for Toowoomba North

*Finch*  
LEGAL

 **NRG**  
SERVICES

 **METIISTO**  
Artisan Chocolate

**SPYDER**  
DISPLAYS

 **IDENTITY**  
COMPUTING

 **OMG!**  
DECADENT DONUTS

 **western edge** REAL ESTATE

 **McCabe Consulting**

 **Catering**  
PEOPLE

 **QUEENSLAND**  
PROFESSIONAL  
ENGINEERING  
GROUP

 **MTA**  
mobile travel agents

 **Happy Feet**

 **petra liana**

 **EVERYMIND**

WELCOME TO  
TOOWOOMBA CHAMBER





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Toowoomba Chamber of Commerce respectfully acknowledges the Traditional Custodians of the lands, the Jagera, Giabal and Jarowair people. We extend 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.

*The* **BUSINESS** | JOURNAL  
VOLUME 10

**WE WANT TO HEAR FROM YOU**

Send your story ideas and submissions to  
[communications@toowoombachamber.com.au](mailto:communications@toowoombachamber.com.au)



**TOOWOOMBA  
CHAMBER OF  
COMMERCE**

### ON THE COVER

Donita Bellette, YellowBridge Program Manager  
for Youth Services  
See story on page 18

#### TOOWOOMBA CHAMBER OF COMMERCE & INDUSTRY

353 Ruthven Street,  
(Access via Russell Street)  
Toowoomba Qld 4350

PO Box 3629,  
Toowoomba  
Queensland 4350

**PH** 07 4638 0400  
**ABN** 78 423 372 476

**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](mailto:admin@toowoombachamber.com.au)

# MOVERS

# & shakers

**Executive appointments and good news about our members**



*Michael*  
**GREGORY**

**Position:**

Operations Manager, Waste Management at Ability Enterprises

In this role at AE Michael manages contracts held in the Waste Management Sector including Gatehouse Management of across the Toowoomba Region (11 sites), Mattress Recycling at GTWMF and Kleinton, Maintenance across 12 sites, Rural Bin Maintenance across 6 sites and Litter Picking at TWMC.

Michael's background in transport and logistics operations is an excellent foundation for his new role which is full of variety. He is looking forward to helping others while building professional skills.

*Amie*  
**MISH-WELLS**

Amie Mish-Wells, Enterprise Legal's Principal Legal Advisor of Workplace Relations was recently announced as the Employment & Workplace Relations Lawyer of the Year at the Lawyers Weekly '30 Under 30' Awards.

The Lawyers Weekly 30 Under 30 Awards recognise and reward the young rising stars within the legal industry aged 30 and under who excel in their chosen field, demonstrating outstanding technical knowledge and displaying key leadership qualities such as dedication,

professionalism and eagerness to grow both themselves and their firm.

"There is no doubt that Amie's technical knowledge of Workplace Relations law is exemplary and her dedication to securing outstanding outcomes for her clients is second-to-none," said Firm Director, Peta Gray.

"We are thrilled that Amie won a category featuring such high-calibre finalists from various top-tier Firms across Australia, as it demonstrates to our clients that the advice they are receiving from Amie is simply first-class."





# Tammy WILSON

**Director of Advancement at Toowoomba Grammar School**

*B. Arts and Communications from USQ*

*Grad. Cert. Management QUT*

Tammy brings a wealth of knowledge and experience to the newly created position of Director of Advancement at TGS. She

worked in London for nine years serving two prime ministers and numerous senior ministers. On her return to Toowoomba she worked in business development, community engagement and philanthropic roles. She was previously the Marketing and Community Engagement Manager at The Glennie School. In her role as Director of Advancement she will be focusing on student recruitment and admissions, communications and marketing, events, archives and building a philanthropic program to support the school's endeavours.



If you'd like to share the news of your recent recruits, please send us a photo and a little information about them.



# Fran VAN RIET

**Manager of People and Culture Ability Enterprises**

Fran is responsible for the delivery of human resource, safety and organisational development processes and services for AE. Her diverse management background includes private and public sector organisations, working in project delivery, human resources and administration.

Fran is enjoying the opportunity to be part of an organisation which is able to provide real outcomes for people who have barriers to employment. She believes there is no greater satisfaction than knowing her work makes a difference in someone's life.

# Dimitry SULLIVAN

**Diploma of Events Management (Honours)**

Recently appointed as the QLD Brand & Promotions Manager for Southern Cross Austereo after 7 years as the Promotions Manager for the Toowoomba Office, Leading campaigns content & partnerships, events & teams.

Experience – worked at Darling Downs Rugby as a Club Development Officer helping Clubs with Recruitment & Retention of players and Volunteers. Plus assisting them with Grants and Funding Application.

I was privileged enough to be chosen for a 12-month internship at the final Gold Coast Indy whilst studying event management on the Gold Coast

An experienced Event manager with a demonstrated history working in media & non-for-profit.

I also sit on the Advisory Board for AFL Darling Downs in the Partnerships & Marketing capacity. The board is designed to strategically contribute to the future direction, health, growth and development of football across the greater Darling Downs Region.



# NDIS - WHAT'S IN IT for you?

Words by Dr Padmini Saxena, Director – Provider  
Engagement Queensland and Ally Martell

*The NDIS provides funding to eligible Australians living with a permanent and significant disability so they can access the supports and services they need to live and enjoy their life.*

*The NDIS provides individual plan budgets to participants so they can choose and access disability-related supports to increase their independence and to pursue their goals.*

## How does NDIS affect the Toowoomba business community?

*The Toowoomba region receives around \$181M per year in NDIS funding for its 5,827 participants.*

## What do you need to do in order to provide NDIS funded supports?

Providers are an important part of the NDIS, delivering supports and services that help participants pursue their goals. Providers can be registered with the NDIS Quality and Safeguards Commission (NDIS Commission) or unregistered.

The NDIS provides guidance on the process of becoming a provider through a “provider readiness checklist” available on the website.

Providers must register with the NDIS Commission to:

- deliver services and supports to NDIS participants who have their plan managed by the NDIA
- deliver specialist disability accommodation, use restrictive practices, or develop behaviour support plans
- deliver services or supports to older people with disability who are receiving continuity of supports under the Commonwealth Continuity of Support Program relating to Specialist Disability Services for Older People

Self-managing NDIS participants can access services from registered

or unregistered providers (except for the specific services and supports such as those listed above that require registration with the NDIS Commission) if they:

- self-manage the supports and services in their plan;
- have someone else to do it for them (a plan nominee); or
- use a registered plan manager.

## What are the benefits of being a registered provider?

The benefits of being a registered provider include:

- connecting and delivering supports to a wide range of participants, including those with NDIA-managed funding
- being part of a vibrant, innovative and competitive marketplace
- marketing your services as being a registered provider
- extending your online presence through the NDIS Provider Finder tool in the myplace provider portal
- accessing online business systems through the myplace provider portal, including tools to manage your service bookings and fast payment processing
- accessing updates and information from the NDIS about business system and process changes, including tools and resources that you can use to train your staff
- access to supplementary training modules offered by the NDIS Commission

**450,000**

Australians access NDIS

**88,634**

Queenslanders benefit from NDIS

**5,827**

people in Toowoomba access NDIS (at 31/03/21)

The average plan budget in Toowoomba is

**\$36,764**  
per person

The total allocation for Toowoomba is around

**\$181M**

There are

**591**

Registered Active Providers in Toowoomba

The NDIS Local Area Coordinator Partner for Toowoomba is

**Carers Queensland**

Source [www.ndis.gov.au](http://www.ndis.gov.au). Have a look at the latest Quarterly Reports which includes specific information for Qld on the NDIS website.

## How to register:

**Are there advisors or people who can offer suggestions on how they can better cater for this market?**

To further explore data around participants and providers in your area, please visit the NDIS Data and Insights webpage

## What else do providers need to know before they embark on this journey?

The NDIA holds regular information sessions throughout the year.

All new providers are welcome to join an online “Working as an NDIS Provider” information session. These sessions are free and run year-round.

- What kinds of services can be registered? Business services could include psychologists, occupational and speech therapists, physiotherapists, gyms and personal trainers, modified home products such as beds, services relating to modifying cars and homes, assistive technologies including mobility devices and repair services.
- Can my business handle this and am I ready for it? Do I need to train staff, alter premises, buy more equipment, change processes?
- You need to be clear about the cost of setting up the service -will it be value for money?

**Sign up for the NDIS Provider Newsletter to stay up-to-date and find out about upcoming events and workshops:**

[www.ndis.gov.au/news/enewsletters#provider-enewsletter](http://www.ndis.gov.au/news/enewsletters#provider-enewsletter)





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## SERVING TOOWOOMBA *for 46 years*

*Lifeline Darling Downs and South West Qld will celebrate 46 years of service to Toowoomba, the Darling Downs and far South West on the 20th July 2021.*

Today, we provide a broad range of services which include, but are not limited to, individual and family counselling, emergency relief, suicide prevention training, responses to natural disasters via our Community Recovery service.

Some of our Community Recovery responses have included the 2011 floods, the recent prolonged drought and 2019 fire emergencies in Stanthorpe, Millmerran and Crows Nest.

You may be surprised to learn that, geographically, Lifeline Darling Downs and South West

is one of the largest not-for-profit organisations in the region.

*With a coverage area of more than 550,000 square kilometres, we deliver support to more than 15,000 individuals and families annually.*

The profits raised by our Social Enterprise Retail Stores (Op Shops) are reinvested into our organisation to help provide free services and community support.

Demand for help via our Emergency Relief service is constant with clients seeking regular assistance with food parcels, furniture, prescriptions, clothing/blankets and bus tickets to help them get home.

Families who have experienced sudden unexpected house fires or domestic and family violence often present for assistance to help bring

normality to their lives. This means we frequently receive requests for anything from white goods (fridges/washing machines), beds mattresses, table chairs, lounge suits and kitchen utensils - the list can be extensive if you have a large family.

Meeting regular and constant demands does place a strain on our Emergency Relief services at Lifeline Darling Downs. We work closely with the Toowoomba and South West Housing Service Centre and the Toowoomba Housing Hub to help clients re-establish themselves. This sometimes means clients need to be relocated to find suitable and affordable accommodation.

Lifeline is there to help where we can. We ask you to help us help others. If you can assist with good quality household items, please contact us on 1300 991 443. We offer a free pick-up service for large items. For more information on our services please visit [www.lifelinedarlingdowns.org.au](http://www.lifelinedarlingdowns.org.au)



**CatholicCare**  
Social Services

We're with you.

## *Get happy people* **WITH AN EMPLOYEE ASSISTANCE PROGRAM**

*As more businesses focus on ways to help their employees find success inside and outside the workplace, Employee Assistance Programs (EAP) remain important benefits for employers to offer. After all, investing in employee well-being pays dividends over time in productivity, engagement and overall employee mental health.*

An EAP provides resources and services to help employees and their families balance the demands of work and life. When employees receive the assistance, they need to be more present at work, it ultimately boosts engagement and productivity. Benefits of workplace EAPs have been well documented and include:

- Improved work performance and productivity
- Reduced absenteeism
- Increased staff retention and
- Resolution of work-related problems

While businesses may not see a return on investment when reviewing your financials initially, you will see the benefit of the EAP when you look at employee productivity, engagement and happiness within the workplace.

*“The mental health of employees has a direct bearing on workplace culture, which in turn impacts workplace productivity.”*

CatholicCare Social Services has been working in this space and offering several Employee Assistance Programs for many years. Their EAP supports all clients in an inclusive environment that welcomes diversity. Some of the services as part of the EAP they provide include:

- Workplace Mediation
- Psychological well-being workshops
- Individual and Confidential, short term counselling services and
- Onsite critical incident response

In addition to our above EAP services, CatholicCare offers management workshops to support and grow leaders about the benefits of Employee Assistance Programs. They also offer in person and virtual workshops, seminars or classes where they come to the workplace and share information.

Keeping employees healthy doesn't have to cost a fortune. It can consist of smaller strategies that will have the same benefit overall. Small initiatives add up to big results and the more influence it has on your employees, the larger effect it will have.

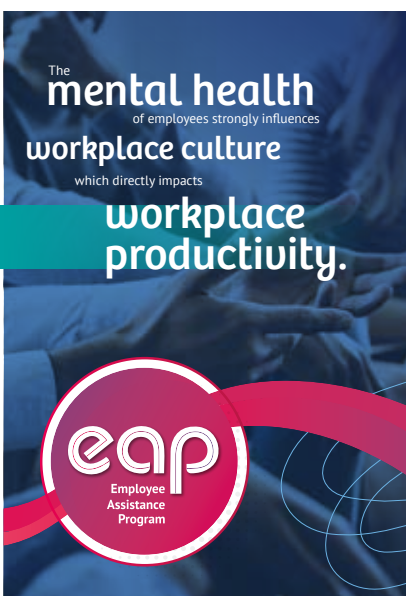
Should you wish to discuss an Employee Assistance Program and how it can be customised to suit your business and employee “happiness” goals, contact CatholicCare Social Services.

### **Contact EAP on**

eap@catholiccare.services  
1300 477 433  
www.catholiccare.services

### **About CatholicCare Social Services**

Strong business underpins strong communities. CatholicCare is a Not for Profit organisation. Our mission is to empower individuals, families and communities to meet the challenges of life and relationships.





# Q&A with...

## Dave Fredericks

*Anyone over the age of 40 probably didn't do much in the way of IT at school - certainly nothing like today's classrooms. They join a large number of people who teach themselves. Dave Fredericks is an IT specialist (with the patience of a saint!) who provides foundation skills for mature students and helps them connect with the latest technology.*

**Tell me a little about your background in IT, qualifications and work experience.**

I first was introduced to computers in Grade 12, in 1985, with the first ever '7' rating for computer art in Queensland. After school I studied Electrical Engineering at DDIAE (now USQ) where I learned to use and program computers. Later, in the 1990s, I bought my first computer and started playing and programming games. Then I completed some courses in web design and ran my own web business for eight years. I went back to USQ in 2007 to study a science degree in physics, mathematics and computing. I began teaching seniors how to use computers in 2014 and have been doing this ever since.

**Why did you get into this specialty field - computers/technology and older people?**

I could see an opportunity in the local community for better support for those who did not grow up with technology. The world revolves around the Internet and I discovered seniors and retirees had trouble adapting to it, so I decided to help them.

**In what way is your work rewarding?**

I find working with seniors and the elderly very rewarding! I learn a lot about their lives and we share our experiences together. Seniors have the benefit of hindsight which can help a younger person avoid the pitfalls in life. I thought why not combine that with my love of tutoring and technology.

**What are the most common issues older people have with IT?**

I think for a lot of people, it is overcoming the fear that if they press the wrong button or click the wrong link, their computer might break. They also have fears about security and risking their savings if they make a mistake. I help by educating my clients on security practices, so they can avoid these pitfalls. Other seniors want to learn Microsoft Office software for work re-entry or for small business. Mostly though, my clients just want to know how to use the internet to keep in touch with family and friends through various apps.

**What is your advice to anyone who says "I don't get computers."**

We were all beginners once. Computers are just a tool we use to keep connected and the benefits of being able to competently operate them go far beyond the everyday. I would say don't give up so easily! Everyone faces hurdles and technology is just another one. So, put aside your fear and have a go! The more you use your devices, the more you will come to understand what they are capable of.



### Easy to understand computer training for over 60s

**Do you want to be able to stay in touch with your family? Have easy access to a world of information? Experience hassle-free online shopping? Write your life story?**

If you have never felt confident using a computer, **David Fredericks** can help, with IN-HOME COMPUTER TUITION specifically designed for over 60s that will have you feeling confident sooner than you thought possible, without the hefty price tag.

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## Innovation IN AGED CARE

*We love it when regional and rural organisations blaze the trail for others to follow. Beuaraba Living in Pittsworth has always been one of those organisations - committed to care and innovation.*

What on earth do we mean when we talk about “innovation” in aged care? You’d be surprised at the leaps and bounds happening throughout the industry as research filters into programs. Beuaraba Living is one organisation that definitely moves with the times.

Central to the organisation’s core values are the innovative programs that make a real difference in people’s lives. For example, Beuaraba Living was the first aged care facility in Queensland to introduce Montessori type methods for Dementia Care and one of just 70 facilities Australia-wide to be accredited for the “Music and Memories” program.

General Manager of Beuaraba Living, Alex Metcalf, said the organisation was also very excited about implementing leading technology to enhance the care, safety and wellbeing of residents.

### SPECIALISED DEMENTIA CARE

*At the completion of a significant building program, Beuaraba Living now has two new aged care, memory support houses “Pampas and Brookstead”.*

These houses have been designed to assist residents with dementia, allowing them to continue to enjoy life in a safe and friendly environment.

In addition, Beuaraba Living has also established the “Anchorfield Wellness Centre” which incorporates aged care specific gym equipment and programs to keep residents active in the best and safest ways possible.





## NAVIGATING THE AGED CARE SECTOR

*help is at hand*

*What are my options?*

*Can I afford it?*

*Will I lose all my money over time?*

*What if I don't like it?*



*These are some of the frequently asked questions put to Aged Care Placement Consultant Vicke Taylor of Aged Care Guidance.*

"Decisions sometimes have to be made by a hospital bed. Families are trying to care for their loved one, gather information, make applications, discuss finances – it can be very stressful for everyone because it is a complicated area.

"My role is to act on behalf of the individual and their family. I hold their hand through every step; I explain how the system works, help them complete applications, wait for offers and I advocate for them once they have a placement."

Vicke became a placement consultant after working in aged care for five years.

"I realised that people in aged care facilities need someone to advocate for them and guide them through the system.

*"Aged care facilities can be great fun and really valuable experiences for everyone but it's important to get the foundations and paperwork right."*

Vicke, who has previously worked and lived in Toowoomba, has placed hundreds of clients over the years.

"I usually have three or four clients a month and they could be in Brisbane, the Gold or Sunshine Coast or Toowoomba.

"Ideally, I meet clients at their home so I get a feel for the type of people they are and what kind of care would suit them best. I organise an ACAT assessment and encourage the family to have Enduring Powers of Attorney in place because when a person can no longer act for themselves, the only other option is for the Public Trustee to step in – which may not be ideal."

# Some things are better together. Like saving lives.

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## FIVE WAYS TO wellbeing

*If everything goes to plan, Momentum Mental Health will achieve its goals and be out of business within a decade or two. CEO of Momentum Mental Health, Debbie Bailey, is quite happy about that.*

"When people come to us, one of the first things we do is help them plan for their exit," said Debbie. "Around 76 per cent of our members exit the service with improved wellbeing and we celebrate that they no longer need us."

"This thinking is challenging and influencing the mental health system."

Momentum Mental Health is building on the work of Toowoomba Clubhouse and has a new focus on prevention.

"We want to help people before they find themselves in crisis," said Debbie. "So, our services apply to anyone who wants to work on aspects of their overall wellness – that could be anything from struggling to find purpose day to day or wanting to build stamina to get back in the work force."

"We don't require referrals or diagnosis of mental illness – just a person's desire to improve their wellbeing. There is no judgement and our members come from all walks of life - professionals, to unemployed."

"Our members have told us that our services save lives."

Clubhouse  
momentum  
MENTAL HEALTH

*For the past 25 years Toowoomba Clubhouse has established itself as a popular and responsive service for people with mental health challenges. As services have evolved and expanded, the organisation has **changed its name to Momentum Mental Health.***

Momentum Mental Health is built on a strengths-based recovery oriented practice and their wellbeing focus follows the foundation of

### 'Five Ways to Wellbeing'.

"Five ways" is based on research from around the world and Momentum Mental Health are supported to deliver it in partnership with The Royal Melbourne Hospital.

The 'five ways' are:

### CONNECT

Connecting with people; building relationships with family, friends, neighbours, work colleagues and people in the community.

### BE ACTIVE

Keeping mind and body active through exercise and doing it regularly.

### Keep Learning

Learning new skills, even simple ones, gives a sense of achievement.

### BE AWARE

Being aware of nature and the sights, sounds and smells in your environment helps reduce stress.

### HELP OTHERS

Helping others gives a sense of purpose and belonging, it also builds friendship as communities become better places.





Momentum Mental Health supports between 250 and 350 clients in any given year and services are funded by the State Government through Queensland Health, the Australian Government via the Darling Downs West Moreton Primary Health Network as well as philanthropic and donated funds.

Debbie said if a client doesn't fit the funding criteria, the board has made a commitment to use donations to fund their access to the service.

"We are not turning people away," she said.

All Momentum Mental Health's programs and services are built around a coaching style with the offer of group programs and one-on-one sessions. The services are designed to help members challenge themselves, build confidence and skills and achieve their goals.

"We operate face to face services in Toowoomba running group programs five days per week. We also deliver face to face services in Warwick on Fridays. Since COVID we have added the ability to connect with us online with some of our groups being available via zoom and one-

on-one coaching sessions being offered by zoom, phone and text.

"We are also looking to build our technology presence and are exploring the development of an App where people can access help for their mental health wellbeing, 24/7. This will also help us expand our services into other communities."

*Momentum Mental Health can provide staff workshops on the Five Ways to Wellbeing for businesses who are interested in supporting staff mental health and wellbeing.*



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# ON TRACK TO end youth homelessness



The city's 11 beds for homeless youth are always full so most have nowhere to go.

One of Toowoomba's leading community services organisations, YellowBridge QLD, provides seven of those beds through its youth support facility The Haven but it decided more needed to be done, particularly when it has the solution.

Their campaign, Youth Matters, aims to provide a bed for every young person experiencing homelessness by 2025.

*"Ending youth homelessness is a community-wide responsibility that needs support from both the private and public sectors," YellowBridge CEO Adrian Bonica said.*

*"We need to take youth homelessness seriously," he said.*

"Despite what some people may think, young people do not become homeless by choice. The real issues are complex and varied.

"Their lives are often burdened by poverty, neglect, physical and sexual abuse, addiction, disability and mental illness."

Young people experiencing homelessness are less likely to complete their education, find secure employment, get access to housing and forge healthy habits and relationships.

Without the right support, many will struggle with homelessness for the rest of their lives and be adversely impacted by the emotional, social and physical challenges of it.





Every night,  
around  
**130 young  
people are living  
on the streets  
in Toowoomba.**

YellowBridge has already made good progress and organised eight properties which are now providing accommodation for 14 young people.

They have received start-up funding from Hand Heart Pocket the Charity of Freemasons Queensland which will help to fund the transitional accommodation and employ a case manager over the next two years.

The full-time youth support case manager will work closely with each young person, linking them to support services, developing their independent living skills and helping them to continue with education, training or employment.

“Everyone in society suffers from the impacts of not addressing youth homelessness,” Mr Bonica said.

“We know from experience and working in this area for many years that early intervention works,” he said.

*“Providing a safe place to live and assistance to finish their education, get a driver’s licence, find a job or training and learn life skills can turn young lives around.”*

YellowBridge and fellow members of the Toowoomba Youth Homelessness Roundtable are calling for the business community to step up and follow the lead of Hand Heart Pocket.

“We need our business and community leaders to show initiative and back this cause,” Mr Bonica said.

“We have the solution. Now we need the investment.”



# Get the latest Cloud PBX for your business from Commander Centre Toowoomba



## Business One Cloud PBX

### 5 Commander Phones<sup>1</sup>

**\$293/mth**

Minimum cost over 36 months  
\$9,948 + \$55 activation fee

### 10 Commander Phones<sup>2</sup>

**\$483/mth**

Minimum cost over 36 months  
\$16,188 + \$55 activation fee

### Plans include:

- nbn50 Internet with unlimited data
- Instant activation with 4G Backup
- Unlimited local, standard national and Australian mobile calls
- Ability to scale up or down quickly
- PBX features like Auto Receptionist and messages on hold
- Local Commander partners

[Call to book an appointment](#)

**07 4589 1943**

**180 Ruthven St, North Toowoomba**

Things you need to know:

Plans include the first Commander Phone line for \$0. If nbn is cancelled, the first line switches to \$45 per month. Min costs includes nbn50, line fees, handset fees (24mths), and multi service discount. If the number of active services falls below the minimum required for the multi service discount, the discount will be reduced or removed.

<sup>1</sup>Multi service discount of \$5 per service per month applies for 5 or more lines.

<sup>2</sup>Multi service discount of \$10 per service per month applies for 10 or more lines.



# Now is the time to move your business to a Hosted Phone System

A hosted phone system – or Virtual PBX – gives your business all the benefits of an on premise PBX system, but with more features and lower costs.

## How it works?



Virtual PBX hosted in a secure data centre



Your Modem



Internet Network



Computer softphone



Mobile Device



Desktop VoIP phone

## Struggling to justify the cost of your PBX?

Traditional PBX systems can be costly – from set up, to the equipment needed to operate them ; as well as the ongoing maintenance required. The equipment used in PBX systems can also be limiting the capability of your business.

## Why a hosted phone system?

With a hosted phone system (or Virtual PBX) the entire PBX system is hosted in the cloud. It gives your business all the benefits and features of a traditional PBX system, without the need for onsite servers and their associated running costs.

### Cost savings

One of the biggest benefits of a Virtual PBX system is the lower overall cost to install and support and many features are often included in the plan.

### Flexibility

The ease with which a hosted phone system can scale according to your needs is a great benefit for growing businesses. The entire system is also configurable and highly customisable through an online dashboard, making it easy for you to make changes to most features. If you have multiple locations, you don't need a separate PBX system for each location and each site can be managed remotely by your system administrator.

### Features

Hosted phone systems support the use of physical handsets but don't require them because calls can be routed through softphones and mobile phones. They have all of the standard features of a traditional PBX system, like Auto Receptionist, Simultaneous Ring, Hunt Group, Music on Hold and more. There is easy access to various reports showing call volume, call details, users, and more, all of which can be used to adapt your hosted phone service to the needs of your business.

## Want to find out more?

Trust the local, dedicated business specialists who have been helping businesses like yours for more than 30 years. Contact Russ and the team at Commander Centre Toowoomba to talk about a hosted phone system for your business.

**Call us on 07 4589 1943**

**Drop in at 180 Ruthven St, North Toowoomba**



# WHEN YOU SEE A GAP

*Akadia Training began as a passion project for its two Managing Directors, Ann Nitschke and Simon Jakins. They had seen a gap in the aged care and disability sectors for personalised training and support provided by industry experts and they set about filling that gap.*



As a registered nurse with more than 50 years-experience in the industry, Ann's entire nursing career focussed on the provision of high-quality personalised support to clients who are aged or live with disability. She wanted to use her expertise and passion for the industry to train the next generation of support staff.

Simon brought his business acumen to the partnership and in 2011, out of Ann's front living room, Akadia Training was launched.

With the implementation of the National Disability Insurance Scheme (NDIS), the addition of Akadia Community Care in 2017 seemed to be the next logical step.

*According to Ann Nitschke, Akadia Community Care service provides a range of NDIS registered nursing services to clients in the aged and disability care sectors including those with complex health needs.*

"Together with the training arm of the business, we provide personalised workshops to support staff and enable them to gain the skills and knowledge required to attend to the complex needs of the people they support each day," she said.

"Akadia's vision is for a community where the lives of people who have a disability and those who are aged are enriched and valued."

2020 saw unprecedented growth for Akadia across both training and community care with staff numbers quadrupling in 12-months.

With increased staff numbers came the need for larger premises. Akadia's new office and training facility has a state-of-the-art group training room, a simulated practice room, and consulting room.

The addition of a virtual classroom also provides Ann and the team of trainers the ability to engage with students in an online environment.

*"We believe that the role of the trainer extends beyond the relationship with the student and the course content," she said.*

"By leveraging off industry expertise, we can provide advice and support to other services. We are often the first port of call for industry specific knowledge and regulatory advice."

The Akadia team believes that training organizations should work in partnership with community services in order to achieve improved workforce skills, staff retention and consumer satisfaction.

In addition to her role with Akadia Training, Ann also has a consultancy and advisory role with a number of aged care and disability services in the Toowoomba region. She is often invited to attend annual general meetings, participate in internal audits or to review and develop policies to ensure compliance.



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#### **OUR REPUTATION**

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**KEHOEMYERS.COM.AU**

# Optus says "Yes" TO SMALL BUSINESSES IN TOOWOOMBA



*It's been almost 30 years since Optus entered the Australian Telco market – in a time when mobile phones were limited to calls and texts and browsing the Internet on a mobile device seemed like a concept from Back to the Future. Optus was the new kid on the block, fighting for a piece of a monopolised market – how times have changed.*

Today the new kid on the block has become a veritable telco powerhouse, delivering mobile services to over 10 million users, and a 4G network spanning 97.4% of the Australian population.

With more customers 'making the switch' than ever before, Optus has invested billions of dollars enhancing its regional network to ensure more Aussies have access to reliable network coverage.

As Optus' commitment to Southern Queensland continues into 2021 and beyond, we thought we'd take this opportunity to catchup with the Territory General Manager in Southern Queensland, Nick Channell as he has some exciting news to share. Nick is all about expanding regional mobile and broadband access, supporting the local community and in particular, providing assistance to Small Businesses around the region.

With the Toowoomba economy predicted to experience a \$10 billion boom in the next 15 years, timing couldn't be better for Optus to switch on its new tower in Highfields, delivering improved coverage and capacity to its 4G mobile network across the Toowoomba region and surrounding businesses.

"Our coverage in the Highfields region continues to go from strength to strength and we are thrilled to be going above and beyond when it comes to increasing Optus' network coverage footprint outside metropolitan areas," Mr Channell said.

"Mobility opens up opportunity for individuals and businesses, so

we understand the importance for customers to have strong mobile coverage where they are working, living and travelling. This new site will play a key role in helping to facilitate this across the Toowoomba Region.

"Optus is excited to bring choice to the residents of Highfields with an additional mobile tower for the community. The new mobile tower is another example of Optus' continued commitment and investment to a more connected Regional Australia."

"In more exciting news Optus has teamed up with retailer Harvey Norman to set up Optus Business Hubs for small businesses which function as a one-stop shop for SMBs to obtain select telecommunications products. These would include mobile, broadband and more complex products," Mr Channell said.

Optus rolled out the first of these Business Hubs at Harvey Norman's flagship store in Auburn, Sydney in October of this year. In exciting news for the Toowoomba Region, Harvey Norman Toowoomba is the next store to roll out this exciting new partnership between the two brands.

"Connectivity is essential for any business and with many Harvey Norman stores already supporting small to large businesses, we saw a fantastic opportunity to support SMBs with an expanded range of Optus SMB offerings into key Harvey Norman locations.

"Business owners are short on time, want simplicity, value and functionality when selecting telco products and our Optus Business

Hubs are designed to offer all of this in one convenient location.

"Customers will benefit from a specially curated range of products that deliver convenient solutions to help support their business.

"The launch of the Optus Business Hub is an important part of our drive to deliver SMB customers with the convenience of visiting a retail location that can support your more complex requirements or alternatively have one of our SMB Specialists visit your business based on your availability."

Whether you're a new or existing customer, we want to deliver the best mobile and customer service experience possible, in every situation.," For Optus, being a part of the Toowoomba community involves more than just providing a great mobile network and customer service experience. Optus prides itself on being a member of the community by financially supporting local clubs, community groups and events as well as local businesses.

"With two stores in town and a dedicated Optus Business Centre, Optus is proud to be a part of the Toowoomba community. An important part of being a 'local' is having the ability to give back to our community. It adds to our on-going investment into the Southern Queensland region," Mr Channell added.

***For those wanting to know more about how Optus may be able to assist their business, they are invited to come and speak directly with the Optus team at our Business@Dusk events.***





## TAFE QUEENSLAND

*TAFE Queensland teacher Shannon Rasmussen is passionate about training the next generation of healthcare professionals at our Roma campus.*

*Copy supplied by TAFE Queensland*

Shannon has over 10 years' experience working in the health industry and is equipped with the skills and knowledge to help shape the next generation of healthcare professionals.

Shannon relishes the idea of helping people remain independent and in their own homes for as long as possible.

"I truly enjoy getting to know individuals and developing a therapeutic working relationship that is holistic and tailored to meet their needs," she said.

Having spent most of her career working within the community sector, as well as being an educator at a disability support organisation, Shannon jumped at the opportunity to

take on a role with TAFE Queensland when the opportunity arose.

*"I am so passionate about impacting and influencing the next generation of healthcare professionals."*

I think it is so important to teach the simplest things as they can often make the biggest difference. I love watching my students flourish and grow," she said.

As part of her role at TAFE Queensland Shannon has maintained a close relationship with industry, attending networking opportunities, being invited to interagency meetings, and regularly liaising with her contacts in order to keep abreast of industry changes.

"Now that I am an educator in individual support, I stay current with industry by still working as a Registered Nurse," she said.

Shannon has also been impressed by the specialised facilities and equipment she and her students have access to at TAFE Queensland.

"The equipment is what we would see and use in industry. There is an impressive set up here at the Roma campus for me to use," she said.

For anyone considering starting or switching to a career in healthcare, Shannon says now's a great time to get started in this growing industry.

"There are lots of jobs! Starting with your Certificate III in Individual Support (CHC33015) can be a steppingstone to so many possible pathways," she said.

## GETTING BY WITH A LITTLE *from our friends*

# HELP

*Paul Wilson from Help Employment and Training loves his job and with good reason. How satisfying to help people living with disability to find work and keep it.*

Paul's experience is broad and his skills are honed but his motivation is personal. Paul's daughter Jazmyn has Down syndrome and he wants to make sure that his daughter, and others living with disability have opportunities to a rewarding future.

"In Toowoomba alone, there are currently thousands of people living with disability who are actively looking for work," he said. "Finding a job is absolutely life-changing for many of our clients and people with disabilities make outstanding employees".

"We are fortunate to be in the business of changing lives. When we can work with someone's

barriers to employment, help them become job ready and place them into meaningful employment, that is life changing right there.

"My team look at the client's strengths first and then figure out opportunities for further growth," Paul said. "Then we have conversations with employers about finding or modifying a job to suit an individual and our team is there to support the employee and be a contact if any difficulties arise."

Paul says that employing people with disability is good for any business as you get access to some amazing abilities and talent, plus it boosts morale because, quite simply, it's a really good thing to do. An employers workforce should represent the community it serves, and with 1 in 5 Australians living with a disability, how many employers can say that they have both a representative workforce and critical thinking in their business to support this customer group?

"We can show workplaces how to be more inclusive and we can help

them find the right candidates for the skills they require" he said.

"There is the potential of government support to assist the employer, including wage subsidies. If a person with disability has an NDIS plan, this can provide even more support to assist the employee"

*Paul is also the Co-Founder of the Business disABILITY Awards of Australia which has grown substantially over 8 years. "This year we are holding the event at the Goods Shed due to the number of attendees" Paul said. "We will also be taking the event to Brisbane, Gold Coast & Sunshine Coast in the coming years".*

*More info on this event is available at [www.tbda.net.au](http://www.tbda.net.au)*

## WHO IS HELP EMPLOYMENT AND TRAINING?

***Help Employment and Training is a division of Help Enterprises, a non-profit social enterprise which began 53 years ago.***

Its mission is to enhance the lifestyle, independence and ambition of people with disability. A diverse organisation with 40%+ of its workforce being people with disability, they are also the largest manufacturer of mailboxes in Australia and operate the largest equine therapy centre for people with disability in the southern hemisphere. The Employment & Training operations has 44 offices across South East Queensland and deliver first class employment services (at no cost to employers) under both Disability Employment Services and Jobactive, along with vocational education through their Registered Training Organisation and vocational based health and wellbeing services.

**[www.helpemployment.com.au](http://www.helpemployment.com.au)**



# NO COST RECRUITMENT SERVICES

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**Need staff?** Help Employment & Training has a network of job-ready candidates to fill your vacancy.

**Our free recruitment service provides:**

- Shortlist of qualified candidates
- Help to access government funding
- Ongoing support for you and your staff member



**Shortlist & Interview  
Candidates**



**Access Financial  
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**REGISTER YOUR VACANCY TODAY!**

Contact our experienced team on  
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or visit **helpemployment.com.au**



## BUSINESS DISABILITY AWARDS OF AUSTRALIA

**THURSDAY, 9 SEPT, 2021**

**The Goods Shed,  
Toowoomba**

Applications open July 2021

*Join us in recognising &  
rewarding those businesses  
that ensure that they have  
an inclusive workplace.*

**www.tbda.net.au**

Paul Wilson of Help Employment and Training came up with the idea for The Disability Awards in 2012 to showcase inclusive employers.

*“Originally we held a breakfast  
for about 60 people but now  
the awards evening is a dinner  
for more than 300 people.”*

There are also awards events held in Brisbane and on the Gold and Sunshine Coasts. Help Employment and Training continues to be a sponsor of all awards events.

### AWARDS CATEGORIES INCLUDE:

- Social Inclusion
- Outstanding Employer
- Outstanding Employee
- Outstanding Volunteer
- Innovation & Access
- Business Engagement
- Indigenous Champion
- Elisa Flanagan “Aim High” Scholarship
- Judy Antonio Memorial Award



**Our values underpin  
everything we do,  
every action we take**

**R**espect  
**I**ntegrity  
**D**iversity  
**E**xcellence



# Ability Enterprises CELEBRATING TEN YEARS

*Ability Enterprises is a not-for-profit, social enterprise providing meaningful employment opportunities to marginalised individuals living in regional Queensland. Since 2012, we have worked alongside more than 320 people facing barriers to employment.*

Through strategic community and corporate partnerships, we provide a social enterprise vehicle to support people living with mental illness, people with a disability, refugees and Indigenous Australians.

As the organization gears up to celebrate its tenth birthday, CEO of Ability Enterprises, Tracey Scanlan, reflects on some highlights.

- 1** Over the past 10 years Ability Enterprises has provided more than 372,343 hours of employment for people identifying with our Mission - giving people a second chance through employment.
- 2** Ability has provided employment opportunities for more than 320 staff.
- 3** Ability Enterprises was the first social enterprise in Australia to pay back a Social Ventures Loan.
- 4** In September 2019, Ability Enterprises won three awards in the Inaugural Buy Queensland Awards. The awards recognized all businesses supplying goods to the Queensland Government. Ability took home, three out of the eight awards, those being, Diversity in Procurement Award; Ministers Buy Queensland Regional Category and the coveted Ministers Choice Award

in the Medium/Large Business Category. We were delighted to have been recognised, when compared against for-profit businesses spanning Queensland.

- 5** Ability Enterprises has successfully grown its business by 28 per cent over the past two years.
- 6** Two White Papers have been written on Ability Enterprises' social enterprise model.
- 7** Over the past 10 years Ability Enterprises has been fortunate to have had a dedicated Board of Directors whose ongoing commitment and support have seen us successfully negotiate the past 10 years. The hugest thank you to all our Directors past and present.
- 8** Ability Enterprises has successfully grown its contracts to include Waste Management, Commercial Cleaning, Mattress Recycling and Gardening Services.
- 9** Ability Enterprises was the first company in Australia to import a TGA approved, Commercial Fogging Machine capable of treating areas up to 20,000 m3. This piece of equipment has been written into the crisis plans of State Government departments and a local hospital in the event of a COVID outbreak.

## Our future forecast

Tracey said Ability Enterprises was looking forward to another exciting decade ahead.

"We are busting at the seams and look forward to working with more people to restore hope, trust and purpose, creating a sense of personal value and inclusion within the community," she said.

"Ability Enterprises is also proud to announce our partnership with Enviroinex and GreenMed. This partnership will allow us to expand our services to offer supported employment opportunities to people in our community.

"It is an exciting time for Ability Enterprises. The past 10 years has seen us mature as an independently viable social enterprise; diversify our commercial contracts to not only offer employment in Waste Management but also Commercial Cleaning which increased the diversity of our workforce.

"Partnering with forward thinking, innovative businesses like Enviroinex and GreenMed will compliment our waste management background and see Ability Enterprises playing an integral role in closing the gaps in recycling, creating a true circular economy.

"Our partnership preprocessing Kimguard collected from hospitals closes the loop in a circular economy which is great for the environment, financially sustainable and offers supported employment to people in our community where people can embrace their diversity, make friends and learn new skills.

"The next 10 years is looking bright too. We are incredibly excited to demonstrate that people of all abilities, can contribute to a sustainable economy."



# TOOWOOMBA Conferences

*Toowoomba Conferences was established as the region's bureau connecting event organisers and suppliers, as well as showcasing the unique benefits and opportunities available within our region.*

Through the continued development and promotion of this sector, we aim to support local venues, accommodation providers, associated vendors and suppliers, as well as

many other businesses; through the potential economic benefit such events could bring to the region as a MICE (Meetings, Incentives, Conferences, Events) destination.

With resurgence in the events industry combined with the business community continuing to strengthen, there is fantastic potential to expand the Toowoomba Conferences' offering and drive real connection between not only vendors, but prospective clientele as well.

From the desk of Toowoomba Conferences, over the forthcoming year the wider community will see an increased presence of the brand through and new collaborative initiatives with the local networks, to communicate to a wider audience just what can be experienced on our doorstep.

Just some of the exciting initiatives already planned include an online supplier listing portal, quarterly industry networking functions, a new marketing campaign and an industry survey.



## TOOWOOMBA CONFERENCES

meet  
SOMEWHERE  
FRESH

### Collaborate WITH TOOWOOMBA CONFERENCES

Let's work together to build industry recognition of the Toowoomba region as an ideal destination choice for meetings and events.

All operators in the events industry are invited to collaborate with Toowoomba Conferences bureau. Check out the exciting initiatives planned for the year ahead by clicking on the QR code.



SCAN ME

M | 0456 967 614
E | [conferences@toowoombachamber.com.au](mailto:conferences@toowoombachamber.com.au)

# Men's Health- Program- Changing- Saving Lives

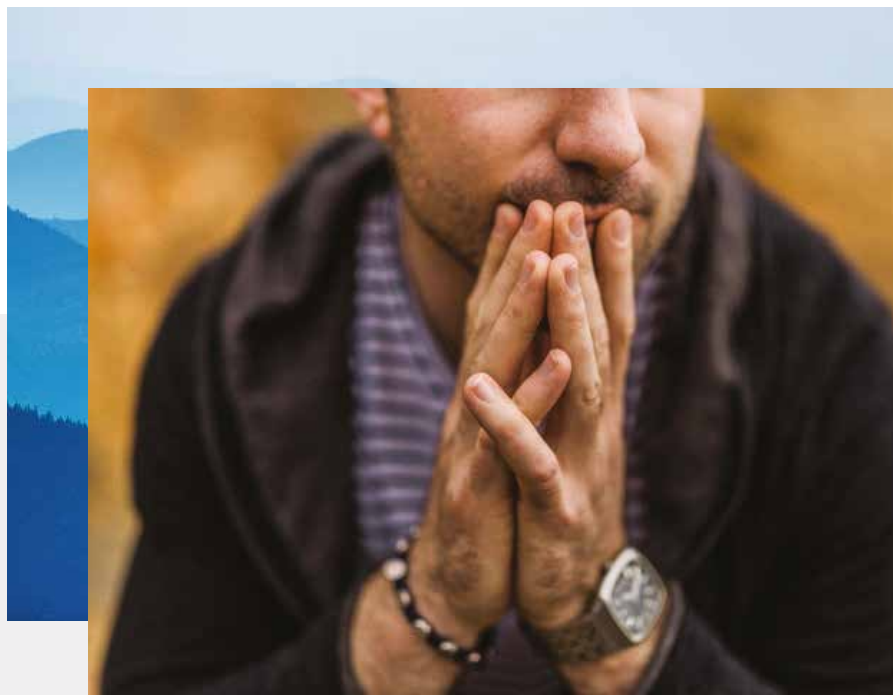
## Fund Raising Appeal 2021

CEDAR Centre is extremely excited to announce the commencement of our Men's Health & Advocacy Program – Changing Lives, Saving Lives. This is a brand-new service to the Toowoomba region and beyond, from Stanthorpe to Goondiwindi to the Lockyer Valley.

Statistics show that it is the males in our communities that are at highest risk of suffering from Mental Health, Emotional, Financial distress & Suicide.

## This Community Group is open to all males from all nationalities & backgrounds

- Focusing on Mental Health, Emotional Wellbeing and Financial issues, Suicide.
- We have practitioners from all sectors involved and ready to assist.
- Financial advisory services
- Legal advisory services and assistance
- A safe, non-clinical venue for men to meet and to discuss their problems.
- Practitioners involved are available for Mental Health Checks, to assist clients through the referral process.



## How You can Help

CEDAR Centre is seeking donations to support us to deliver this service to Toowoomba and surrounds.

- All donations are 100% tax deductible.
- Your donation could Change a Live or Save a Life.
- Let us all be The Man in the Mirror and make a change for the Better.
- Share this flyer widely with your networks and invite them to support this much needed initiative.

CEDAR Centre is a Not-for-Profit Community Organisation with DGR status and a Registered Training Organisation (RTO 5987). The Centre has been providing Community Projects, Support and Training to the community since 1976, (previously Toowoomba Education Centre until 2015).

For more Information, please contact us:

Phone: **07 4512 6770**

Email: **[info@cedarcentre.com.au](mailto:info@cedarcentre.com.au)**

Or complete the attached and return to:

**[info@cedarcentre.com.au](mailto:info@cedarcentre.com.au)**

Or donate online: **[donorbox.org/cedar-centre-men-s-health-program-changing-saving-lives](https://donorbox.org/cedar-centre-men-s-health-program-changing-saving-lives)**





## THE TOOWOOMBA CHAMBERS FUTURE LEADERS

The Toowoomba Chamber Future Leaders supports the development of young business owners and professionals who are paving the way for Toowoomba's future success and growth.

Future Leaders enables participants to develop 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 which is sponsored by CatholicCare Social Services. This year Future Leaders have enjoyed:

**The 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.

**Politics in the Pub @ The Met** with Trevor Watts and Megan O'Hara Sullivan sponsored by 4Brothers Brewing.

Upcoming events: School Captains Lunch on 21 July and the Re-Launch of the Future Leaders Mentor Program

***Make sure the young people in your business know about the benefits of joining Future Leaders.***



## CENTRAL BUSINESS DISTRICT REVITALISATION ADVISORY COMMITTEE

The CBD-RAC is a Toowoomba Chamber initiative designed to be the independent voice of business to facilitate and advocate for the transformation of Toowoomba's Central Business District. The CBD-RAC was formed in response to concerns raised by CBD businesses to come together and develop a clear course of action with CBD landowners, businesses, and residents to advocate for the renewal of the CBD.

In our recent meeting, one of the CBD-RAC resolutions was that a critical component to the solution for the CBD is for it to be given its own Council portfolio.

This would be a progressive step forward, providing a clear line of sight between policy development and implementation, facilitating a co-ordinated whole-of-Council approach, and creating a real focus on delivering an outcome for this jewel of Toowoomba.

Another important milestone was the launch of the six videos that were produced in collaboration with the TRC and Southern Queensland Country Tourism for a business development campaign to encourage increased visitation and spend. The videos will be promoted through TRC's YouTube channel and the VisitToowoomba website, InvestToowoombaCBD LinkedIn page and Toowoomba Chamber and SQCT's networks.

On another important topic, Chamber CEO Todd Rohl and I will meet with Toowoomba South MP David Janetzki to discuss the long-term future of the current Toowoomba Base Hospital site.



FOOD & AGRI  
NETWORK

## FOOD ADVISORY GROUP

It's been a busy six months for the FAN Committee! The High Country Harvest Lunch, hosted by The Hampton Irrigators, was a big undertaking but an important event and huge success. Around 100 members and guests enjoyed a bus tour of Sunnyspot Avocado Farms, Hampton Blue berry farm and Pechey Distillery before settling into an afternoon feast showcasing local produce at Bunnyconnellen. Chef Amanda Hinds prepared a sensational meal featuring local fish, beef, pork, mushrooms, rhubarb, honey, pickled ginger – the list goes on!

With special thanks to Enterprise Legal for sponsoring this event.

The Local Produce Directory was another important project for our region's food producers. We launched the directory at Farmfest and have received many enquiries about it. The Directory is an incredible resource and something we can send to the hospitality industry throughout Queensland and help promote our region's farmers and producers.

Finally, FAN is delighted to welcome new member, Kat Lynn from Foodie Shots, to the committee. Kat is renowned as a food photographer, cook and host of cooking classes and photography workshops.





# Business@DUSK

APRIL B&D HOSTED BY TOOWOOMBA ANGLICAN SCHOOL | MAY B&D HOSTED BY RIVER 949 AT THE OAKS HOTEL | JUNE B&D AT HOSTED BY FOCUS HR AT CLIFFORD PARK RACECOURSE



B&D by Toowoomba Anglican School



B&D by Toowoomba Anglican School



B&D by Toowoomba Anglican School



B&D by River 949



B&D by River 949



B&D by Focus HR



B&D by Focus HR



B&D by Focus HR



Farmfest



RSM Budget Breakfast



May Small Business Expo at the Goods Shed



# HIGH COUNTRY HARVEST LUNCH AT *bunnyconneller*



## CHAMBER UPCOMING EVENTS

### August

- 6 RSM Big Picture Series, sponsored by TSBE  
Oaks Toowoomba Hotel
- 12 Tourism Luncheon  
Toowoomba Wellcamp Airport
- 18 Business@Dusk  
Hosted by YellowBridge
- 19 Future of Technology

*plus* Mark your diaries:

Focus HR Business  
Excellence Awards 2021..... Sat 16 Oct

### September

- 1-30 Carnival in the CBD
- 2 Members Only Workshop – Workforce  
Development & Training  
TAFE Queensland
- 15 Business@Dusk  
Hosted by Rows Furniture
- 24 Battle of the Generations

Check the website to book tickets or for  
more details about these events

## WE GET YOU BACK TO BUSINESS

Disputes and litigation are an unwanted distraction from your core business. We work to minimise this distraction with the latest and best legal knowledge and expertise, delivered in a real-world context.

Clifford Gouldson advises businesses and individuals across the Darling Downs, and further afield, on financial and contractual disputes and litigation.

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HARRISON HUMPHRIES  
Head of Litigation  
+ Dispute Resolution



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# A greener future

with Cr Nancy Sommerfield

## Know your business waste

With the State Government Waste Levy and strong commitment to reduce waste to landfill, now's the time to put the spotlight on your waste – at home and at work. I will provide a series of tips to help you manage and hopefully reduce waste over coming editions. Here's the first!

### 1.

#### Waste data is top of the pops with all levels of government these days.

Do you understand what your waste output is? Obviously it varies, depending on your business, from week to week but an example would be that you have a standard domestic 240L wheelie bin that is 50% full and collected once a week, equaling 120L of waste per week. Can any of it be recycled?

### 2.

#### Identify where you can reduce your waste:

**Reduce** – identify what waste can be avoided or reduced by the way your business obtains goods and services or by changing the way it operates.

**Reuse** – identify another local business which may have a use for the waste materials you produce.

**Recycle** – identify materials that can be targeted for recycling. Do you know what can be popped in the recycling bin? Recycling tips are available on Council's website - <https://www.tr.qld.gov.au/environment-water-waste/waste-recycling/recycling-tip>

### 3.

#### Identify local collectors of recyclable materials

It's time to think about the type of waste material you produce and find out what can be diverted from landfill. You might find it helpful to work with a waste or recycling consultant or local waste collector.

Plant Ark's Business Recycling Directory <https://businessrecycling.com.au/> lists private and local government recycling services (including collection, transport or drop-off points) across Queensland and Australia. You can search by type of material and location to easily find the recycling services you want.





## ENGAGED PEOPLE BURSARY

We get it. Being in business can be tough, and being a business owner or CEO can be a lonely place to be. So we are here to make it easier - for you. Because we know you need your team to be working not just **for** you, but **with** you. And with each other.

Engaged People is a 12 month program designed to build winning teams through strategy, leadership and people practices.

Our expert team works **alongside you** across the course of one year to develop a suite of collateral, processes and procedures customised for your business. The end result is complete confidence in your compliance, freedom for you as a business owner and a competitive advantage for your business.

The Engaged People Program is valued at over \$50,000, but we provide it to businesses like yours for \$25,000. And now we would like to give you the opportunity to participate in this program absolutely **FREE** as we proudly announce the Focus HR Engaged People Bursary in 2022.

Apply now at [www.focushr.com.au/engaged-people-bursary](http://www.focushr.com.au/engaged-people-bursary)

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