The BUSINESS JOURNAL VOLUME 11







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PRESSAGE S

I'm proud to say the 2021
Focus HR Business Excellence
Awards, presented by the
Toowoomba Chamber, were a
resounding success.

From the Accession3 Sponsors' Soiree at Inbound to the Official After Party at the Bodega Bar, and everything in between, the 2021 edition of the Awards will go down as one of, if not, the best ever.

The Awards are the pinnacle of the Chamber's event program and in 2021, Toowoomba's night of nights rose to another level. The glitz and glamour of the attendees on the red carpet was matched by the brand new venue, the Edmund Rice Cultural Centre at St Mary's College, which was perfect for the occasion.

Guests were treated to an extensive beverage list and delicious three course meal, filled with locally sourced products. The entertainment was world class, including The Three Waiters who stole the show. Caitlin Crowley mastered the ceremony and the Welcome to Country befitted the memorable evening.

The Chamber was excited that Queensland Minister for Employment, Small Business, Training & Skills, the Honourable Di Farmer rescheduled her calendar to join us. I know that Di was elated when Hamish Brown of Hammy's Cupcakes took out The Chronicle People's Choice award.

I congratulate every single one of the trophy winners, especially Mort & Co, which took home the coveted Business of the Year award as well as the Industry and Gerry Doumany Export awards. I also congratulate Rowes who were worthy inductees into the Toowoomba Chamber Hall of Fame

My personal thanks to all of the Awards sponsors, particularly Naming Rights sponsor, Focus HR, which enjoyed its second year of partnering with the Chamber to bring the Awards to the Toowoomba business community. On behalf of the Chamber, I thank each and every person who contributed to the smooth running of the Awards this year. My very special thanks to the Chamber team: Todd, Kim, Deb, Emma and Lucas. They should be over the moon with what they achieved. Well done.

The Awards really are Toowoomba's premier black tie function and 2021 was no exception. Plans to make the 2022 Focus HR Business Excellence Awards even bigger and better are already underway and I'm sure they will live up to the hype.

HARRISON HUMPHRIES

President Toowoomba Chamber



PRESIDENT'S WELCOME.....4 **EVENT NAMING SPONSOR FOCUS HR....8** FINALISTS AND WINNERS......11 BUSINESS OF THE YEAR.....12 REGIONAL BUSINESS OF THE YEAR 15 FUTURE LEADER OF THE YEAR.....17 HALL OF FAME19 **INNOVATION & TECHNOLOGY AWARD ..21** INDUSTRY AWARD23 **GERRY DOUMANY EXPORT AWARD24** PROFESSIONAL SERVICES AWARD.......27 EMPLOYER OF CHOICE AWARD29 HEALTH & WELLBEING AWARD31 **COMMUNITY &** NOT-FOR-PROFIT AWARD......33 HOSPITALITY AWARD35

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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.

PHOTO CREDITS With thanks to Salt Studios; Andrew Coates, Bev Lacey, Matthew Ryan and Tamara Silvester for all the fantastic photos from BEA shown in this edition.

The BUSINESS JOURNAL VOLUME 11

WE WANT TO HEAR FROM YOU.

Send your story ideas and submissions to communications@toowoombachamber.com.au.



TOOWOOMBA CHAMBER OF COMMERCE

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

Founder and Director of Focus HR, Naomi

Wilson (3rd from right) with representatives

of Mort & Co, Business of the Year 2021.

ON THE COVER

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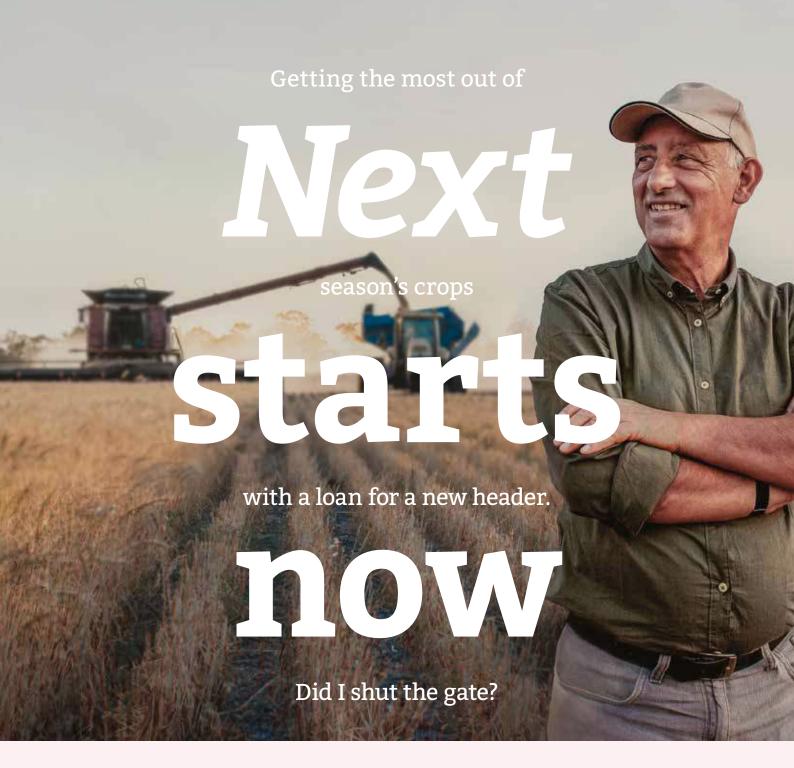
Are you ready to take control of your Business Communications

My CloudPBX by R & O Communications will allow you to do just that. Whether your business is a start-up or a large corporate, we offer the solution to power your telephony needs. **Chamber members** who mention this advertisement will receive the following:

- Complimentary assessment of their current Telephony solution
- Reduction of the setup fee







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LEADERSHIP STRATEGY

FOCUS HR - YOUR PEOPLE AND CULTURE CONSULTANTS

Celebrating their 10th year of business in 2021, directors Naomi Wilson and Alistair Green can confidently say that the support of the amazing Toowoomba business community has played a massive role in their success. But what is success?

Author David Keane says the definition of success is being on the pathway to the achievement of worthwhile dreams - whatever those dreams may be.

It is about the journey and about being on course and living and working with purpose. It is not about the end point – in fact there is no certain end goal in today's business environment.

Focus HR believes that success as a business should be measured by what it means to each business. For some that may be building an empire, for others it is a small, powerful team doing great work. Naomi and Alistair encourage businesses to take the time to reflect on their unique journey - to look at where they have come from and what they have achieved, and to share and celebrate this with their people.

When we see business as a journey, we also come to realise that the path that we chose, the people we travel with and the impact on we have on others on the way, is just as important as the destination. Focus HR provides a powerhouse combination of helping businesses define their path through bold strategy, having great people to travel with through great HR practices, and leaving a positive impact through courageous leadership.



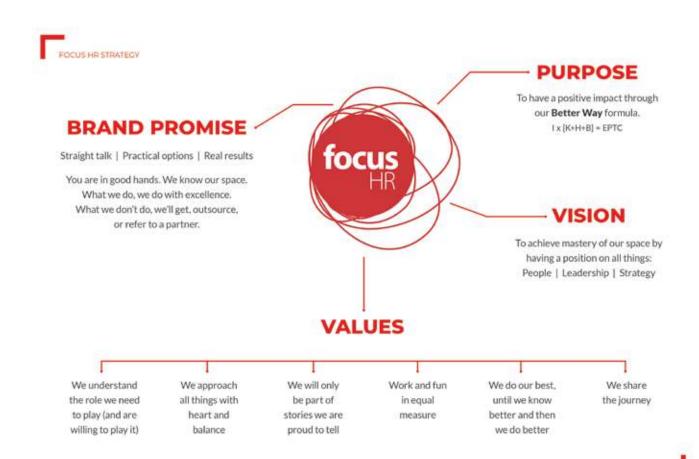
For us, it is about helping businesses find a better way and having a positive impact on the lives of the people who are behind the companies they work with.

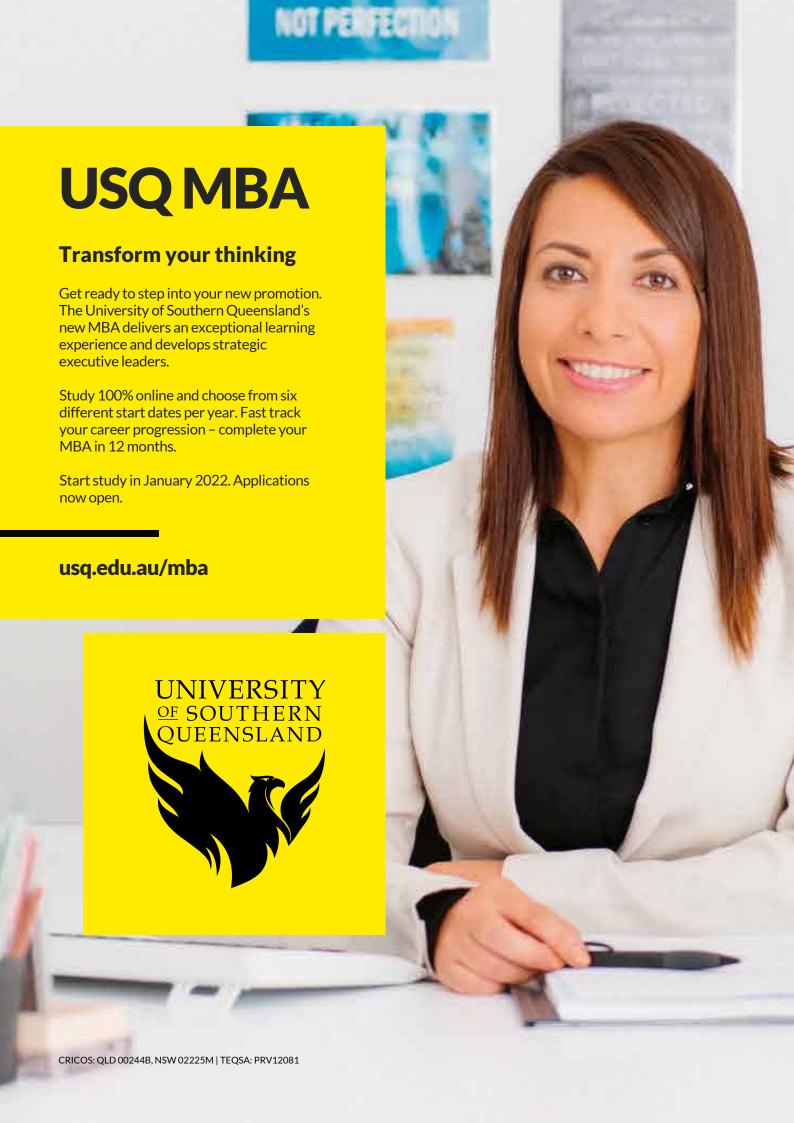
Naomi Wilson

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The Focus HR team is excited to continue their work with clients across a diverse range of businesses and industries in 2022 and beyond. With an absolute belief in the power of building winning teams and strong culture based on the pillars of people, leadership and strategy, and having worked with over 400 valued clients, the team is proud to be well on its way to their goal of having a positive impact on the working lives of 100,000 people by 2030.







BUSINESS OF THE YEAR

FOCUS HR

Rosalie House Cellar Door Restaurant MORT & CO
Eastwood Early Education

Hogans Family Jewellers Best Employment DataFarming The Fit Lab Health & Fitness Centre **Better Movement Clinic**

PEOPLE'S CHOICE AWARD

THE CHRONICLE

Cooks Soft Drinks Enterprise Legal HAMMY'S CUPCAKES

Hogans Family Jewellers **Little Pig Consulting** Made with Love Toowoomba **Tatts Hotel Toowoomba** The Cave Gym The Handmade Collective **Toowoomba & Darling Downs**

HALL OF FAME INDUCTEE

ROWES

CEO SPECIAL RECOGNITION AWARD

ANGIE'S DOMESTIC DUTIES

HOSPITALITY

FUJI BUSINESS CENTRE TOOWOOMBA

Catering People Cork & Lever ROSALIE HOUSE CELLAR
DOOR RESTAURANT

Tatts Hotel Toowoomba

EMPLOYER OF CHOICE

FOCUS HR

Angie's Domestic Duties **CatholicCare Social Services Pro-Test Well Services**

BEST REGIONAL BUSINESS

TOOWOOMBA REGIONAL COUNCIL

BETTER MOVEMENT CLINIC Feed Central Pty Ltd

NRG Services Proterra Group

INDUSTRY

RUSSELL MINERAL EQUIPMENT

GF Oats Australia MORT & CO Proterra Group

Ryan's Hagan Furniture

INNOVATION & TECHNOLOG

TILLY'S CRAWLER PARTS

DATAFARMING

EVENT Cinemas Toowoomba Frontier Voice & Data **Pro-Test Well Services**

HEALTH & WELLBEING

BOQ RANGEVILLE

Akadia Community Care Classic Beauty Therapy The Cave Gym

THE FIT LAB HEALTH & FITNESS CENTRE

TOURISM

EXCAVATION EQUIPMENT

Oaks Hotel Toowoomba ROSALIE HOUSE CELLAR
DOOR RESTAURANT
The Arbour Boutique Apartments

Toowoomba & Darling Downs

SOLE TRADER OF THE YEAR

SERENGETI PRINT GROUP

ASKAFOODTECH PTY LTD
ECM Consulting Hammy's Cupcakes ShedBlog Toowoomba & Darling Downs

FUTURE LEADER OF THE YEAR

CATHOLICCARE SOCIAL SERVICES

AMIE MISH-WILLS

Jacob Carlile Kate Ruijter **Matt Hansson**

GERRY DOUMANY EXPORT

TSBE

Clayton's Organic Beef Excavation Equipment

PROFESSIONAL SERVICES

TAFE QLD

EASTWOOD EARLY EDUCATION

Power Tynan Serengetti Print Group Suncorp Agribusiness

COMMUNITY & NFP

NRG SERVICES

BEST EMPLOYMENT

Highfields & District C & K Kindergarten **Hope Horizons Multicultural Australia**

MICRO BUSINESS OF THE YEAR

DEPARTMENT OF EMPLOYMENT. SMALL BUSINESS AND TRAINING

Recognition Plus Strategic Planners Vigour Graphics **WATSON'S PLUMBING & GAS**

RETAIL

BEST EMPLOYMENT

Armstrong Auto Group Excavation Equipment Frontier Voice & Data **HOGANS FAMILY JEWELLERS**



THE DOWNS' HOMEGROWN award winner



From humble beginnings Mort and Co has evolved to become Australia's largest privately owned beef cattle lot feeding, management and marketing company, and leading exporter of 'trusted Australian beef' to the world.

Proudly a business of the Darling Downs and Western Downs communities, Mort and Co, operates an integrated vertical supply chain, that focuses on providing the best product while pioneering the latest agricultural innovations, and employing more than 200 local people across the region.

Mort & Co was re-established in 1997 by Charlie Mort following the earlier registration of the company by his relative, Thomas Sutcliffe Mort, in 1843. Since its relaunch, Mort & Co has grown to become one of the largest and most experienced managers of lot fed cattle in Australia.

Currently, Mort & Co owns two feedlots: Grassdale (Dalby) and Pinegrove (Millmerran). With a combined capacity of 90,000 head, the business turns over more than 215,000 cattle annually.

In addition to feedlot operations, Mort & Co has developed aligned and complementary businesses including:

Phoenix Beef was established in 2015 with a view to export premium Australian beef to the world. Now comprised of three award-winning and internationally recognised brands, Phoenix Beef is exported to over 20 countries globally.

Grassdale Farm is owned and operated by the Mort group, with 3400ha of dryland & irrigated farmland used, where possible, to underpin feed requirements.

Farmhaul was purchased by Mort & Co this year, to facilitate transportation of cattle, liquid feed and commodities. Farmhaul is a leading regional haulage company with a fleet of 37 trucks guaranteeing consistency for all Mort & Co operational logistics.

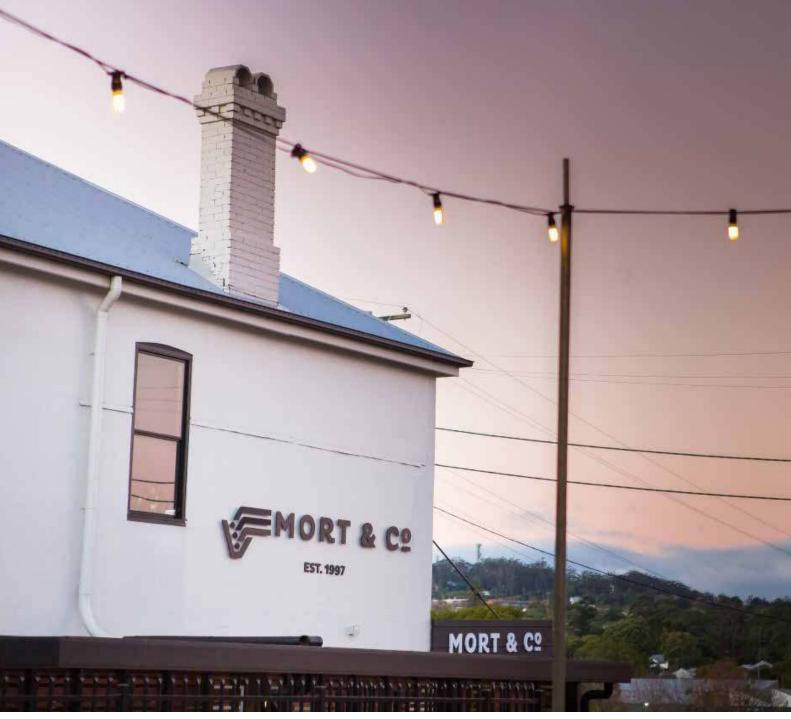
Grassdale Fertilisers will launch in 2022 and was established to repurpose the abundant resource at Mort & Co's feedlots. Grassdale Fertilisers will provide a unique product to broadacre farming, offering a new, sustainable, organic fertiliser in a granule form which can be applied at depth to address soil constraints.

Mort & Co's success is largely due to company culture, which is driven through a set of shared values and commitments. These values have been ingrained in the company's DNA since Charlie Mort began operations and have been refined over time to ensure it remains true to its roots but also equipped for the future.

Winning the Focus HR Business of the Year award at the Business Excellence Awards for 2021 was, according to Charlie, the proof in the pudding.

"It holds a lot of weight for our team, because it is the recognition that a family company, built on strong values and a will to compete on a global scale can not just achieve that, but succeed at it. Our team is committed to the values we hold, and that has helped them build the resilience and tenacity required to not only survive, but thrive - even in the face of a global pandemic."

As the business has grown, so too has its people and aspirations. Now, an established Australian business, about to hit its 25-year milestone, Mort and Co is invested in continuing to grow its story of innovation and sustainability, alongside its commitment to integrity, teamwork, quality, relationships, and ownership.







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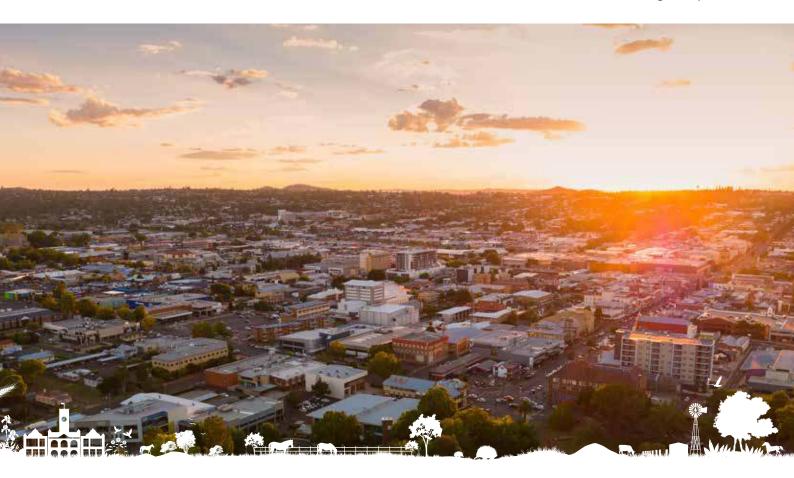
Proudly supporting local business

We're committed to investing in local businesses.

In the past 18 months, we've seen our spending with local suppliers rise to 63% of total expenditure. More than \$32 million has been spent with local businesses in this financial year (to the end of August).

As a part of our commitment to small business, we signed the Small Business Friendly Councils (SBFC) Charter six months ago and we're proud of the achievements to date:

- Funding provided through the Community Economic Development Grant Program for two township level buy local programs in Crows Nest and Oakey
- Funded the delivery of Build a Better Business
 Workshops and Digital Marketing Mentoring Program targeted to small businesses in the Toowoomba Region
- Operated the Creative CBD Toowoomba Program Trial
- VendorPanel Marketplace was implemented to enable local businesses to register as potential suppliers easily
- Partnered with the Queensland Government to establish the Toowoomba Region Business Launchpad to make starting new residential construction and food and beverage businesses easier
- Partnered with the Toowoomba Chamber of Commerce and Southern Queensland Country Tourism to create a range of promotional videos that highlight small businesses in the Toowoomba CBD
- Implemented four development incentive schemes that can provide a significant discount to infrastructure charges related to targeted development types and locations that reduce costs of establishing new premises.



If you would like to become a supplier with us, you can register your interest on VendorPanel Marketplace for free. VendorPanel is a site where many local governments, including us, share their tenders.





PROUD TO WIN Best Regional Business

Winning Best Regional Business is confirmation that Better Movement Clinic (BMC) has been successful in delivering its vision.

John Dennehy began Better Movement Clinic in 2013 to deliver exercise physiology services with a difference. His aim was to create equality of health care no matter the geographic location, culture or perceived barrier.

Over the years the team has grown to include Exercise Physiology, Physiotherapy, Podiatry, Dietetics, Remedial Massage Therapy, Exercise Science and Allied Health Assistance. This multidisciplinary approach helps allied health professionals to work collaboratively and improve client outcomes.

The client-focused service and passion for the community is demonstrated in everything BMC does and it's this that really sets it apart from other health providers making it a unique service in the Toowoomba region.

BMC entered this year's BEA to increase recognition and share with the Toowoomba region why they love what they do and why they do it well.

Winning this award is acknowledgement of the hard work and dedication that the whole Better Movement Clinic team brings daily, and that the service they offer is truly something special.



Rich traditions. Bold ambitions.

TRC STRENGTHENS SUPPORT FOR REGIONAL BUSINESSES, SUPPLIERS

Toowoomba Region Mayor Paul Antonio has re-affirmed Toowoomba Regional Council's determination to support the Region's businesses and suppliers in its service delivery and operations.

Mayor Antonio said Council was aware of how challenging 2021 had been for the Region's business sector following on from the 2020 disruption caused by the early stages of the Coronavirus pandemic.

"Earlier this year, Council further revised its Procurement Policy to ensure we offer local businesses every chance to engage and work with us," Mayor Antonio said.

"Over the past 10 years, Council has made a conscious effort to improve our local spending, which has increased from \$56 million in 2012, to more than \$163 million this year.

"In the past 18 months, spending with local suppliers has risen to 63% of total expenditure and more than \$32 million has been spent with local businesses in this financial year (to the end of August).

"Small and medium businesses are significant employers and Council wants your enterprise to contribute to our Region's future success.

"Council wishes to see local workers and suppliers delivering projects across the Region and our local procurement commitments are a practical example of how we are a Small Business Friendly Council."

Business owners who are interested in supplying goods or services to Council can register as a supplier on VendorPanel Marketplace for free. Please visit, www.tr.qld.gov.au/suppliers









2021 Finalists

in Alphabetical Order:

Better Movement Clinic

Feed Central NRG Services Proterra Group



Making EAP Services Accessible to ALL Businesses in our region.

Are you looking to:

- » Improve work performance and productivity?
- » Reduce absenteeism?
- » Increase staff retention?
- » Resolve work-related problems?

CatholicCare's Employee Assistance Program (EAP) is here to help.

CatholicCare's EAP is an affordable, pay-per-use service providing:

- » Confidential, short term counselling services
- » On-site critical incident response
- » Workplace mediation



Reach out for an obligation-free conversation about how our affordable, local EAP service might be able to support your business – call us on **1300 477 433**.

We're with you.



Future leader of the Dean Proudly sponsored by:





CatholicCare Social Services

CatholicCare Social Services is keenly interested in supporting young leaders to develop skills that will contribute to fostering healthy workplace cultures. We believe the positive mental health of employees has a direct bearing on workplace culture which in turn impacts on improved workplace productivity. In recognition of this connection, CatholicCare Social Services provides support to local businesses through its Employee Assistance Program (EAP). Our EAP helps businesses to thrive by providing confidential short-term workplace counselling services, workplace mediation,

onsite critical incident response and psychological well-being workshops. Having worked in the region as a notfor-profit organisation for almost 40 years, CatholicCare Social Services' mission it to empower individuals, families and communities to meet the challenges of life and relationships.

CatholicCare Social Services and Future Leaders

Kate Venables, Executive Director of Toowoomba CatholicCare Social Services, has begun a wonderful tradition with Future Leader of the Year (FLOTY) finalists. She takes them to a group lunch prior to the BEA event so they have a chance to meet and learn a little about each other's work.

"It's a great opportunity for everyone to engage and hear about the interesting things they are all doing," Kate said.

"Every time I meet with our Future Leaders, I can't help be inspired by their passion for teamwork and their passion for making a difference in their field. That resonates with me because it's what we do at CatholicCare Services.

"I also admire their genuine openness to the idea of exploring pathways and opportunities that some might consider "out of the box".

"After the excitement of the BEA has died down, I often come across FLOTY finalists in the community and I always think what a privilege it was to have got to know them and to have learned a little about what they do.

"As a community, we have gained so much through their energy and fresh approach to making the world a better place."



2021 **Finalists**

Amie Mish-Wills

Jacob Carlile Kate Ruitjer Matt Hansson



Future leader of the Dean

Being presented with the Future Leader of the Year award for 2021 is still a blurr for Amie Mish-Wills. She was honoured, proud and slightly overwhelmed. We caught up with Amie to find out a little more about her:

Background:

I am originally from Bundaberg and came to Toowoomba in 2010 to study law at USQ and fulfill my ambition of becoming a lawyer. I later discovered that my real passion is in the field of executive leadership. If I had to describe myself I'd say I am an energetic lawyer with a big heart and lots of hobbies including endurance sports, computer games, music and painting.

Brief work history:

I have worked both in private practice and for large government health organisations, in the field of employment and industrial relations.

Starting out as a law clerk at Clifford Gouldson Lawyers, I quickly moved into the position of Lawyer — Workplace at the firm and had the most incredible start to my industrial relations career under the guidance of Workplace specialist, Danny Clifford. I also had the opportunity to work with and learn from many outstanding Toowoomba lawyers.

A few years later I was offered an opportunity to work for the Darling Downs Hospital and Health Service as Senior Human Resources Advisor, supporting their Human Resources, Workplace Health

and Safety and executive teams. Again, I am extremely thankful to have had the opportunity to work with the leaders of the DDHHS.

My next position was in Roma with the South-West Hospital and Health Service. As Acting Executive Director Workforce. My role included leading teams during the height of the COVID-19 pandemic.

In 2019, I moved back to Toowoomba to join Enterprise Legal as their Principal Workplace Relations Advisor. I will always cherish the time I spend with the EL team.

Your current role:

In October this year, I decided to pursue my passion for executive leadership as an Assistant Director with the Fair Work Ombudsman.

My role is to lead, develop and propel the Fair Work Ombudsman's Technical Liaison Officer Team which is responsible for researching and responding to complex workplace relations matters, for internal and external purposes of the FWO.

Why did you enter the BEA?

Because someone nominated me! Seriously, it's because I received an email saying you've been nominated! After much nudging and encouragement, I decided to throw my hat in the ring. The application process was quick, to the point, easy to find and upload. I genuinely believe it is worthwhile.



Tell us about the finalists' lunch.

The finalists' lunch was an incredible opportunity to connect with other amazing future leaders of Toowoomba and it was such an honour to meet and celebrate with each of the finalists with the leadership team of CatholicCare Social Services.

What could be a positive outcome from winning the award?

I hope to inspire others to give it a go! I also hope to demonstrate to businesses far and wide that Toowoomba and the Darling Downs has a lot of talent to offer.

Hall of Fame NDUCTEES

2021 ► ROWES

2020:

Tilly's Crawler Parts

2018: -

Stahmann Farms Enterprises

2016:

Cracker Print and Paper

2014: -Weis

2012: -

FK Gardner & Sons

2010: -

Wagners

2008:

Darling Downs Brick Sales

2006

Hannas Department Store

2004

The Chronicle

2004

Heritage Bank

2019:

St Vincent's Private Hospital

2017:

Hutchinson Builders

2015

Taylor's Removals and Storage

2013:

Betros Bros

2011:

Empire Theatre

– 2009:

Russell Mineral Equipment

2007:

Burstows

2005:

Orford Refrigeration

2004

Clive Berghofer Admin

2004 USQ



nducted in 2021



Proud suppliers of quality alternatives for your undercarriage needs, now with a selected range of products available online.

RIGHT PART, RIGHT PRICE, RIGHT NOW.





Technology Award Proudly sponsored by

TILLY'S CRAWLER PARTS

With over 40,000 new alternative part lines in stock, Tilly's undertaking to provide an online sales platform for its customers across Australia was never going to be a small project. The commitment of the team to constantly innovate and provide the very best in customer service will see this exciting and ambitious offering come to fruition in late 2021.

Tilly's long-standing mantra of 'Right part, right price, right now' will never be more relevant than it is now, with the ability for customers to place an order at any time of the day or night and know that it will be processed on the next business day.

"Our ability to deliver on our brand promise is becoming even more

refined as we constantly work to improve our service offering. This year that improvement will see the implementation of new software which will improve efficiency and productivity across the entire company. This is a substantial investment in Australian-developed ERP software and one which Tilly's believes will have multiple benefits for the future," explains Lance Hinrichsen, Tilly's General Manager.

Tilly's commitment to innovation and technology drives the proud Toowoomba business towards an even brighter future.











2021 Finalists

Data Farming

Event Cinemas
Frontier Voice and Data
Pro-test Well Services



RME'S PURPOSE

We enable our Customers to remove fatal risks through innovative solutions.

Our commitment to our industry is to visibly, defensibly and sustainably improve our Customers' concentrator performance.





Proudly sponsored by:



RUSSELL MINERAL EQUIPMENT (RME) is a proud sponsor of the Industry category for the 2021 Focus HR Business Excellence Awards.

Established in Toowoomba more than three decades ago, Russell Mineral Equipment has been at the forefront of mill relining technology globally.

As an awarded Australian Exporter, RME's global success is due to the commitment and intelligence of our Darling Downs community. This is why we choose to support the prestigious Business Excellence Awards.

RME has a rich history of manufacturing, employing more than 350 personnel in Toowoomba and another 100 globally. As a global employer of choice, RME is focussed on providing a work environment that maximises the full potential of our people. And, it is our people that enable RME to lead with innovation.

RME proudly supports the continued growth of the Toowoomba region, both now and in the future. RME congratulates all the businesses who have been nominated in the Focus HR Business Excellence Awards for 2021. Well done!











2021 **Finalists**

Mort & Co

GF Oats

Proterra Group Ryan's Hagan **Furniture**







Genny Doumany Export Award

Proudly sponsored by:

TOOWOOMBA AND SURAT BASIN ENTERPRISE (TSBE)

Includes any business that is trading in goods and services from one country to another country.

Toowoomba and Surat Basin Enterprise (TSBE) is the go-to organisation linking business with opportunity to create sustainable growth and diversity for the region. As an independent business-driven, economic development organisation, TSBE is committed to ensuring that our local business community will innovate, adapt and prosper. We take pride in encouraging major investment and promoting the vital need for new and upgraded infrastructure in our region. With hundreds of corporate members across 26 sectors, TSBE is working proactively within

many industries including energy, construction, agriculture, export and health to help grow our region's economy. The Toowoomba region has witnessed an economic growth of nearly \$3 billion with Toowoomba's Gross Regional Product for the year ending June 2020 at \$11.36 billion (NEIR 2020) and there have been over 6,500 more jobs created locally. TSBE's collaboration with local, state and federal government agencies has been integral to the advancement of the region. TSBE would like thank all their members for their continued support. TSBE

is very proud to be sponsoring the Gerry Doumany Export Award at the Focus HR Business Excellence Awards 2021. This category celebrates businesses that are trading in goods and services from one country to another. TSBE was very fortunate to have worked with Gerry Doumany and see the incredible opportunities she provided to exporters across the region, leaving a significant impact on the industry. We look forward to celebrating with businesses as they continue their export journey.







2021 Finalists

Mort & Co

Claytons Organic Beef
Excavation Equipment Pty Ltd







Professional Services Award



Proudly sponsored by:

TAFE QUEENSLAND

In an age of innovation, change and disruption have become the new normal for small to medium enterprises (SMEs). To survive, upskilling, reskilling and agility is key to ensuring you, your team and your business thrives in this ever changing, tech-focused time. The role of professional services has never been more important, as SMEs across all industries see the integral role that transformation, leadership and management has, in leveraging an organisation's capabilities to pivot to the dynamics of the market.

New and emerging technologies have enabled businesses to rethink how they manufacture, create and deliver goods and services. They have enabled TAFE Queensland to reimagine vocational education and its role in shaping and growing the state's regional communities and their economies.

TAFE Queensland's customised training is designed to deliver industry-standard skills and knowledge, relevant to your business and workforce needs.

From short courses and skill sets to higher level courses that meet legislative and licensing requirements across a wide range of industries, TAFE Queensland can help you achieve great results for your business. Whether it is optimising your workforce's digital literacy

or re-skilling to accommodate professional capabilities, automation, or technology challenges, our team of experienced Business Strategies Consultants can work with you to identify your training needs, develop a workforce development plan, and explore the range of flexible training options, and funding programs, to grow your business.

Developing the skills of your workforce will ensure your business is positioned to adapt to industry changes and remain competitive.

Reinvent and reawaken with flexible courses and fresh new choices with TAFE Queensland.



Power Tynan 🔷



2021 Finalists

Eastwood Early Education

Power Tynan
Serengeti Print Group
Suncorp Agribusiness



GETTING HR RIGHT IS TOUGH - WE'RE HERE TO HELP

Build your winning team through strategy, leadership and people principles.

"I need a team because I can't do it on my own, but how do I get them doing the right thing, at the right time, in the right way and with the right attitude?"

We get it. Being in business can be tough so we are here to make it easier - for you. Because we know you need your team to be working not just <u>for</u> you, but <u>with</u> you. And with each other.

Our Engaged People Program is designed to build winning teams by guiding you through five pillars – Vision, HR Fundamentals, Relationships, Leveraging and Leadership.

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.

Phone us on 07 4765 3456 for an obligation-free chat.





www.focushr.com.au





Employer of Choice Award



Proudly sponsored by:

FOCUS HR

What does it take to be an Employer of Choice? And why is it so important? Focus HR believes that becoming an Employer of Choice ensures your business can attract and retain the best people, those who recognise your vision and who want to be part of it.

We also believe that people are your only inimitable asset – they cannot be copied. And because of that, they are your most unique source of competitive advantage. Which makes having the best people crucial to the success of any business.

Focus HR is privileged to help businesses become Employers

of Choice through their 12 month Engaged People Program, designed to build winning teams through the development of robust strategy, leadership and people principles.

Having worked with over 400 businesses, we know the characteristics of an Employer of Choice include:

- knowing their core purpose, communicating it clearly and every team member understanding their contribution to the bigger picture
- having a powerful, positive culture where the core values guide people's actions and decisions

- seeking regular feedback through anonymous people perception surveys and following[®] ® through on that feedback
- creating internal mobility pathways – tangible learning and development pathways for all positions
- and all being driven by great people leaders with a genuine connection to their people

We have seen all that and more in this year's finalists. We celebrate all nominees and finalist and give particular congratulations to the winner of the Employer of Choice for 2021 - NRG Services.









2021 Finalists

NRG Services

Angie's Domestic Duties
CatholicCare Social Services
Pro-test Well Services



CONNECT | ADVOCATE | EDUCATE

YOUR MEMBERSHIP

AND HOW TO GET THE MOST OUT OF IT





PR ENGAGE WITH US



INTRODUCE A MEMBERS ONLY OFFER



INTERACT WITH US ON SOCIAL MEDIA



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memberships@toowoombachamber.com.au

BOQ IN THE HEART OF YOUR COMMUNITY

BOQ Rangeville is proud to support our local community and we'll continue to work hard to show you how.

BOQ Rangeville

Jamie Mason & Suzanne Mason, **Owner-Managers** 4571 3713 rangeville@boq.com.au

Bank of Queensland Limited ABN 32 009 656 740 (BOQ)







Health & Wellbeing, Award

Proudly sponsored by:

BANK OF QUEENSLAND RANGEVILLE



BOQ Rangeville are proud to serve our local community and the people in it through providing banking solutions for our customers, getting out and about supporting events and businesses that matter. For us, sponsoring the Health & Wellbeing Category is a great honour. Given the current environment, we feel now more than ever, it is essential for everyone to be looking after themselves, not just physically but also

mentally, emotionally and socially. This category of the Business Excellence Awards recognises those businesses that have worked hard to make an impact, providing invaluable services and support to the local community.









2021 Finalists

The Fit Lab

Akadia Community Care
Classic Beauty Therapy
The CAVE Gym



AN EXTENSIVE TRADE SERVICES COMPANY

ELECTRICAL

HVAC-R

CONSTRUCTION

COMMUNICATIONS & DATA

FIRE DETECTION

AUTOMATION & INTEGRATION

SECURITY SYSTEMS

HIGH VOLTAGE

INSTALLATIONS & MAINTENANCE

FACILITIES MAINTENANCE

SOLAR & BATTERY STORAGE

SYSTEMS

ENERGY MANAGEMENT &

POWER QUALITY

ENERGY INITIATIVES &

SUSTAINABILITY

CONSULTING, DESIGN &

ENGINEERING



BRISBANE | TOOWOOMBA | ROMA

www.nrgservicesqld.com.au



Community and, Not-fon-Profit Award



NRG SERVICES



Starting out in 2012 as NRG Electrical QLD, with only 2 employees; it has been through commitment, dedication and clear goals that the company, now known as NRG Services has grown into the reputable, industry leading business it is today. Proudly employing 140 employees, NRG Services provide extensive trade, construction and engineering services across Queensland, New South Wales and the Northern Territory. The considerable growth of the business can be attributed to having a strong understanding of the region, adapting both the business and employees to suit the ever-changing market and needs of valued clients, both existing and new.

Based in Toowoomba, with offices in Brisbane and Roma, NRG Services

are well positioned and experienced to deliver quality projects of every size and scope with a strong focus on the safety of staff and providing exemplary performance.

Managing Director Daniel Briskey explains that "at NRG Services, we believe our business is only as good as our people and in turn we invest heavily in our employees by providing attractive employee benefits, extensive training and development programs as well as many initiatives to ensure we are caring for the health and wellbeing of our staff and ensuring we maintain a positive culture throughout the business".

Being a regionally based business, NRG Services are proud to support the continual community and engagement work of the Chamber of Commerce. "Sponsoring the Business Excellence Awards is such a great opportunity to promote and support the outstanding works of our local business community and highlight all the excellence our region has to offer" Mr Briskey says.

"We are a proudly Toowoomba owned and operated business who cares greatly about our local region and supporting those organizations & businesses that operate within it. We strive to provide ongoing support and opportunities to those within our community and feel privileged to be a part of the Toowoomba Chamber of Commerce".









2021 Finalists

Best Employment Ltd

Highfields & District
C&K Kindergarten
Hope Horizons
Multicultural Australia



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Fuji Business Centre Toowoomba



\$500 Visa Debit **Cash Back**



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Conditions Apply: Offer ends January 20, 2022. Offer must be claimed for redemption by the customer after delivery of equipment using "Cash Back Offer \$500 2022"

Claims must be made no later than 1 month from delivery of equipment. Eligible models include AC/3070/3570/4570/5570/6570/7070 \$500 Visa Debit Cash Back offer is not available in conjunction with any other offer.



Hospitality Award



FUJI BUSINESS CENTRE TOOWOOMBA

Fuji Business Centre Toowoomba is the proud sponsor of the Hospitality Category at the Focus HR Business Excellence Awards 2021. As COVID continues to affect this industry, the resilience of our local businesses shines through. The strength of the nominees continues to show the outstanding passion of business owners and their staff.

Fuji Business Centre Toowoomba, like our nominees, is a locally owned and operated business with a strong focus on our region. Covering Toowoomba, Western, Southern, Darling Downs and Granite Belt regions. Our staff cover more than 400,000 sq km with all customers having access to the expertise of account managers and technical staff.

Did you know that Fuji Business Centre Toowoomba, with the backing of FujiFilm Australia, is committed to helping our customers become more environmentally sustainable through the efficiencies that the products and services bring? All devices have lower running costs, from running temperatures through to eco-friendly toners and recycling program of cartridges. Green recycle program includes free collection of used toners (These are recycled into pens, soft impact playground bitumen, etc.)

From all of us at Fuji Business
Centre Toowoomba we would
like to congratulate the nominees
for their persistence and for
providing our region with some
of the best locations to enjoy.









2021 Finalists

Rosalie House Cellar Door & Restaurant

Cork & Lever
Catering People
The Tatts Hotel



Plant and Machinery Sales & Transport

77 Carrington Road, Toowoomba, QLD, 4350 07 4600 9660 | info@exeq.com.au | www.exeq.com.au





Tourism Award

Proudly sponsored by:

EXCAVATION EQUIPMENT

2020 was a year of unique and extraordinary challenges that tested the mettle of most businesses. But COVID-19 restrictions on travel and gatherings meant that the tourism industry was hit especially hard.

The team at Excavation Equipment is proud to support the tourism industry and showcase the amazing diversity of this region by sponsoring the Focus HR Business Excellence Awards 2020.

The Toowoomba area is blessed with the most delightful, creative and hardworking operators from microbusinesses to big franchises. They make our lives richer for the recreation and joy they bring to our community and our visitors. The tourism industry also trains and employs a diversity of young and old workers literally from lion-tamers to winemakers. What would we do without them!

Tourism operators in our region have worked hard in 2020 and they have proven that they are resilient and determined. Excavation Equipment is thrilled to see the industry recovering and we hope these awards will draw attention to the hard-won achievements of this exciting, vibrant and beloved industry.











2021 Finalists

Rosalie House Cellar

Door & Restaurant

Oaks Hotels

The Arbour Boutique Apartments

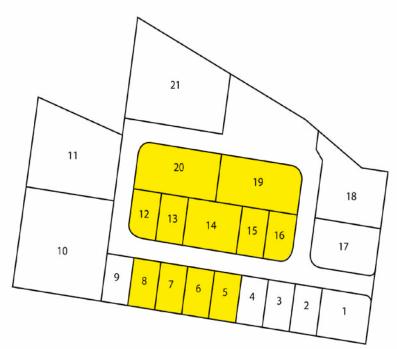
Toowoomba & Darling Downs

TORRINGTON BUSINESS PARK



Torrington, Lot 12 Robson Hursley Road

- √ Only 11 lots available to purchase
- Council incentive saving on development costs
- $\sqrt{}$ Sizes from 1,000m² 3,016m²
- √ Body Corporate structure providing savings on rates
- Located along Toowoomba's
 "Machinery Mile", neighbouring
 brands such as Brown &
 Hurley Trucks, DHA Rural Sales,
 Toll, Mainfreight, Followmont
 transport plus many more.







Chris Stewart 0451 948 001 | Mike Stewart 0418 717 361 | Craig Bradley 0488 075 167





Retail Award



Proudly sponsored by

BEST EMPLOYMENT





BEST Employment is a not-for-profit employment agency dedicated to improving the lives of our jobseekers, employers and our community. This is why we have chosen to continue our support of the Focus HR Business Excellence Awards and sponsor a category.

These awards highlight the hard-work and dedication of people in business in Toowoomba, and this needs to be recognized and rewarded more than ever in the challenging times of 2020.

Without these people and organisations striving to be better, do better, build better and drive our

economy, Toowoomba would not be the growing force it is today.

BEST Employment is extremely proud to be part of Toowoomba's community, assisting hundreds of local people each year into finding and keeping a job, access training and upskilling opportunities and changing their lives for the better.

Our local BEST team in Toowoomba is looking forward to continuing to do our bit for our community, helping jobseekers find meaningful work and helping employers find the right fit for their business.









2021 Finalists

Hogans Family Jewellers

Armstrong Auto Group Excavation Equipment Frontier Voice and Data

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Sole Trader of the Dean





While Sole Traders are small in nature, they are bold and fearless in business. These independent operators represent the backbone of Toowoomba's business community and Serengeti Print Group are proud to sponsor the Sole Trader Category of the 2021 Focus HR Business Excellence Awards.

Starting out as a local sole trader 17 years ago, Serengeti now consists of nine team members and is steadily growing with our recent expansion into the ex-Ellipsis Media premises at the University of Southern Queensland. We are now Australia's home of the Fuji Jet Press, a breath-taking, multi-million-dollar printer that has not only changed

the landscape of our business but the print industry as a whole.

We could not have achieved this level of success without the support of the Toowoomba business community. We are privileged to have this opportunity to give back by honouring these amazing local sole traders.

The way we choose to work has been changing for a long time, but COVID-19 has accelerated this shift. Whilst being a Sole Trader is not without its challenges they reap the rewards of flexibility, independence, increased job satisfaction and creative freedom.

Serengeti Print Group wholeheartedly congratulate the 2021 Finalists of the Sole Trader Award for their hard work, dedication, persistence and resilience and wish them every success in the future.





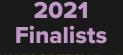












ASKAFOODTECH Pty Ltd

ECM Consulting
Hammy's Cupcakes
ShedBlog
Toowoomba &
Darling Downs











Micro Business of the Jean



Department of Employment, Small Business and Training

Proudly sponsored by:

DEPARTMENT OF EMPLOYMENT, SMALL BUSINESS AND TRAINING (DESBT)

The DESBT Darling Downs South West regional office are pleased to be the sponsor of the new Micro Business Category of the HR Focus Business Excellence Awards.

We support Queensland's future workforce by connecting Queenslanders to learning opportunities through quality training, employment opportunities and by helping small businesses to start, grow and thrive.

DESBT contribute to the government's following objectives for the community:

 Supporting jobs—by delivering programs to get people back to work and support small businesses to employ

- and assist job seekers. The department also works across government and with industry to identify and address the workforce development needs of emerging industries.
- Backing small business—by helping small businesses to start, grow and thrive through grants and support programs and to help keep Queenslanders in jobs.
- Making it for Queensland—by working together with other agencies to increase access to new markets for regional small businesses and working with industry to adopt innovative manufacturing techniques to enhance global competitiveness.
- Growing our regions—by supporting and maintaining regional partnerships and working with regional business and industry on projects and programs to support economic resilience and growth.
- Investing in skills—by connecting people to quality training and skills to prepare them for work now and in the future plus recognising the outstanding achievements of individuals and employers through the Queensland Training Awards.







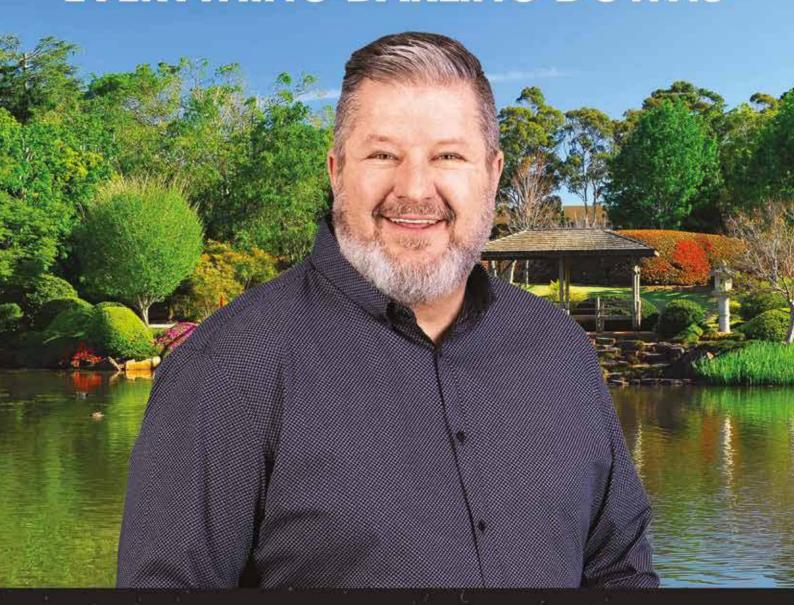


2021 Finalists

Watson's Plumbing & Gas

RecognitionPlus
Strategic Planners
Vigour Graphics

EVERYTHING DARLING DOWNS



LEE BREAKFAST

5:30-9AM WEEKDAYS











CEO Special Recognition Award

Toowoomba Chamber CEO, Todd Rohl, has taken the opportunity to recognise an entrant in this year's Business Excellence Awards that demonstrates courage, inclusivity, and that gives people a fair go.

I first learned about Angie's Domestic Duties at the recent Toowoomba Business disABILITY Awards. These awards recognise businesses and individuals across Toowoomba and the Darling Downs that support, educate, and employ people with a disability.

This year, several fantastic
Toowoomba Chamber members and
their employees were recognised,
including St Vincent's Private Hospital,
Ability Enterprises, Desmond Orr –
founder of Yellowbridge, Liza Chilly
from Inclusion Access, and William
Denny of Russell Mineral Equipment.

I was inspired by the Toowoomba Business disABILITY Awards to draw attention to a Focus HR BEA entrant that celebrates inclusivity by providing opportunities for people from all walks of life.

Angie's Domesic Duties was established amidst

personal challenges including homelessness, financial insecurity as well as family violence.

Founded on the philosophy that anyone who wants a job deserves the opportunity to have one, Angie's Domestic Duties empowers and inspires its 41-plus employees, 87 percent of which has a disability or is disadvantaged.

In the very competitive cleaning industry, this business continues to move from strength-to-strength. It was recently recognised as the Champion Employer of the Year at the National Employment Services Association Awards for Excellence, having an employee, Max Murray, awarded the Elisa Flanagan 'Aim High' Scholarship at this year's disABILITY Awards, as well as being recognised as a finalist in the Employer of Choice category a few moments ago for the Focus HR Business Excellence Awards.

In Angie's own words: "let's shine a light on those people in our community who go above and beyond, people who aren't afraid to do what it takes and people who are more special than our eyes can see."

Todd Rohl CEO, Toowoomba Chamber



Since 1858 informing, educating, entertaining business, sport, tourism, health, lifestyle analysing breaking news

Total audience 278,000+ every month Total print readership 93,000+ every month Digital audience 189,000+ every month









News Corp Australia



People's Choice Award, Proudly sponsored by: The Chronicle THE CHONNELE

Supporting and championing local business has long been an integral part of the fabric of The Toowoomba Chronicle.

Since our inception in 1861, our interconnectedness with the local business community has only continued to strengthen, as we work hand-in-hand to help innovate and enhance our great city's business landscape.

A fundamental element of this commitment is our continued sponsorship of the Toowoomba **Chamber of Commerce Business** Excellence Awards.

A catalyst for growth and inspiration, The Business Excellence Awards brings to light Toowoomba's immense talent and potential and most importantly, spurs on a community so vitally important to the advancement of our region.

If the past 18 months have taught

us anything, it is the immense value of our small, local businesses.

At The Toowoomba Chronicle this is an element of our operation we have always valued and in today's fast-paced, digitally-savvy world, has resulted in many innovations within our own business.

From our highly effective digital marketing agency News Xtend, to our thriving Custom Publishing division, invention and advancement have taken center stage as we meld new-world media with our founding principles of community connectedness which still hold true 160 years on.

The 2021 Business Excellence Awards are a great reminder of our business community's resilience and adaptability and thanks to the many inspirational men and women leading the way, the anticipation for what's to come for our great region is truly palpable.

2021 **Finalists**

Hammy's Cupcakes

Cooks Soft Drinks Enterprise Legal Hogans Family Jewellers Little Pig Consulting Made with Love The CAVE Gym The Handmade Collective **The Tatts Hotel**

Toowoomba &

Darling Downs



Thank you Toowoomba for supporting a boy with a dream. Thank you to my family, customers, supporters, the Toowoomba Chamber of Commerce and Sponsors, I won the People's Choice Award because of you!"



Hammy's Cupcakes does Corporate and Themed Cupcakes and Cookies.

www.hammyscupcakes.com



ALL EYES ON THE Prize

Custom Made Trophies for Focus HR Business Excellence Awards

More than 100 finalists at this year's Toowoomba Chamber Focus HR Business Excellence Awards had their eyes firmly focussed on 18 unique, hand-crafted winners' trophies.

Designed to be on display, the distinctive trophies are created from metal and local timbers under the supervision of Cobb+Co Museum's Factory Workshops.

It's the tenth year in a row that Cobb+Co Museum has taken on the task of creating the trophies for the Business Excellence Awards.

Andrew MacDonald, artisan-inresidence at Cobb+Co Museum, has helped create and produce various unique trophies over the years from the Postle Gift and Toowoomba Exporting to the World to a custom replica trophy for the 2020 AFL Premiership held here in Queensland. He said the Focus HR Business Excellence Awards trophies were very much a coordinated team effort.

"We have drawn on the skills of three local businesses: Recognition Plus, DCM Diverse Cutting and Manufacturing and Oggy's Airbrush and Kustom Paint," Andrew said.

"We've taken elements of an existing trophy and refashioned them to create a custom piece that captures the essence of the occasion which is glamourous and a bit Hollywood Oscars.

"To do this we have sanded back the gold figurine and repainted it silver then fitted a new laser cut disk which is custom painted with the Focus HR logo. Each base is hand crafted here in the Cobb+Co Factory Workshop from local Camphor laurel wood."



Andrew MacDonald - Cobb + Co

"The Business of the Year trophy always has to be more impressive, so we've made a larger base from burl Camphor laurel and Red cedar."

CONGRATULATIONS TO ALL THE

WINNERS



BUSINESS **EXCELLENCE**AWARDS 2021













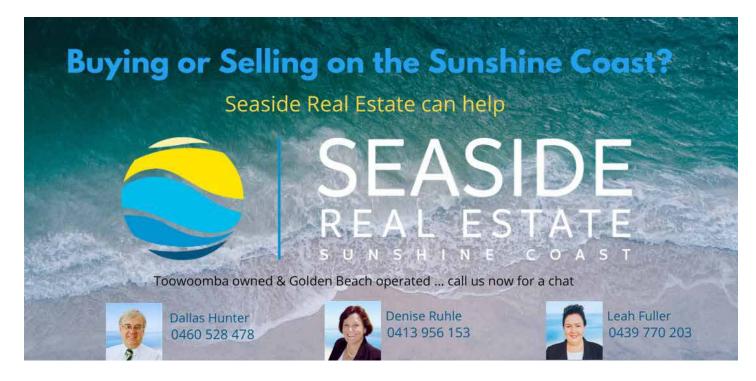


The Edmund Rice Cultural Centre is truly a facility which showcases the best of St Mary's College.



The ERCC is a representation of the vision and ambition of the school community to improve, grow and offer students a contemporary, flexible space. The College utilises the space to deliver many programs across; music, sport, drama, assemblies, masses, exams and special events. The ERCC's maiden event was the College's sold out production of Jesus Christ Superstar. The building is supported by cutting edge audio and visual technology, which results in production value to rival any professional theatre.

The multi-million-dollar project was designed by Aspect Architects and Project Managers and built by local construction company, FKG Group. Construction commenced in January of 2020, and despite the challenges of COVID-19, the project continued to progress at full steam. The stateof-the-art facility was officially opened in February 2021, and has quickly proven to be a valuable space to the College. The Edmund Rice Cultural Centre is the jewel in the St Mary's crown, a facility in which the College is proud to share with the Toowoomba community.





Celebrating 125 Seans TOOWOOMBA GOLF CLUB

Toowoomba Golf Club was proud to celebrate its 125-year anniversary in September this year. The actual date for the formation of the Club is listed in the Club history, as late August, 1896.

With humble beginnings as a ninehole course on Drayton Road, (then only a mile from the town) Toowoomba Golf Club has called a few locations home in the search for the ideal parcel of land. In 1925 the perfect land was found, and on December 4, 1926, then Premier of Queensland, the Hon W McCormack, declared the course at Middle Ridge open.

Today, Toowoomba Golf Club stands proudly on the same course at Middle Ridge. With perfect 'Pennicross Bent' grass green and lush fairways, the course supplies a stern but fair test to all golfers.

As part of the 125-year celebrations, the Club held a dinner on-site, in

a clear marquee under the stars. More than 165 guests helped celebrate the occasion.

Throughout the evening, MC Ivan Walls and Club President Tim Davis, spoke to the history and honored current Life Members. In addition, Club Assistant General Manager Janet Dinnes was honored with a Staff Meritorious Service Award for her 41 plus years of employment service.

Toowoomba Golf Club is open seven days. Phone 07 4635 1219 for social golf, function or membership enquiry.





235 -323 Rowbotham Street Middle Ridge Q 4350

Phone 07 4635 1219

proshop@toowoombagolfclub.com.au

FOCUS HR BUSINESS EXCELLENCE AWARDS 2021

at Tilly's on 2nd June 2021

Following on from the success of last year's launch of the Focus HR Business Excellence Awards, Toowoomba Chamber was delighted to be back at Tilly's to launch the 2021 event. Thank you to the team at Tilly's for their generosity and assistance in organising a fantastic night in the yard which never fails to impress.

















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TILLY'S



Established in Regional QLD in 2008 Proterra Group is proud of our history in supporting our regional communities. We have over 50 employees and permanent offices in Toowoomba and Goondiwindi, site offices in Quilpie and Cunnamulla and we manage 6 waste facilities throughout regional Queensland. Specialising in providing resources for Local Government, we now offer four distinct service offerings to our Council's including:

- Civil Engineering Planning and Reports, Design of Civil Infrastructure and Environmental Management.
- Project Management of the design and construction of civil infrastructure and natural disaster recovery projects.
- Asset Management Planning, GIS Support and Condition Survey.
- Waste Management Strategic Planning and Training, Plans and Licensing, Facility Design and Landfill, Weighbridge and Transfer Station Operations.

Our presence continues to grow having now worked with over 40 Councils in QLD and NSW, and it's all due to the amazing value that our Proterra Group employees provide to our **clients.** The civil infrastructure industry is really humming and it's becoming more and more difficult to attract quality engineers, supervisors and contractors. That's where Proterra Group have been able to differentiate ourselves, based on our Focus HR staff engagement surveys our staff remain some of the most highly satisfied employees across our region, and they love the culture and work environment we've been able to build in our small business. We are always looking for the next star employee, so if you're looking for a change or know someone who's keen to help build QLD and support our regional communities come say G'day.

Finalists Event

at Toowoomba Golf Club Middle Ridge on 16 September 2021

With thanks to Regional Development Australia for their generous sponsorship of this event.





























DARLING DOWNS AND SOUTH WEST INC

our own "go to" organisation for regional development

Regional Development Australia Darling Downs and South West (RDA DDSW) is an independent not-for-profit organisation partly funded by the Australian Government. It consists of local leaders volunteering their time and skills to support economic development.

www.rda-ddsw.org.au

P (07) 4638 0089 | Level 1, 516 Ruthven Street Toowoomba Qld 4350 | PO Box 2519 Toowoomba BC Qld 4350

With thanks to Accession3 for their generous sponsorship of this event.

Sponsons' Soince

at Inbound Brasserie & Cafe on 16 October 2021 (prior to the Awards Ceremony)





















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We pride ourselves on educating our clients and developing a trusting relationship centred on the delivery of quality advice and open communication.

Offering a range of business and financial services including:

- Retirement and estate planning
- Superannuation advice
- Wealth growth strategies
- Loan brokerage
- Asset protection
- Business structure advice and;
- Strategic planning.





EXCELLENCE AWARDS 2021

Photos









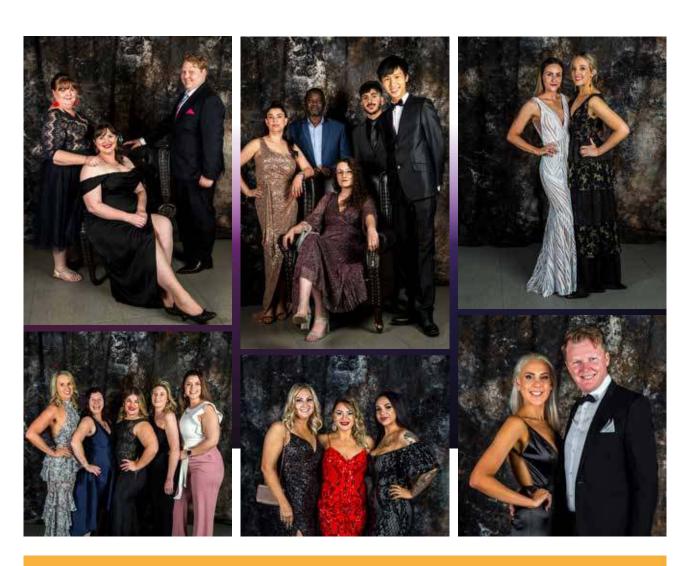


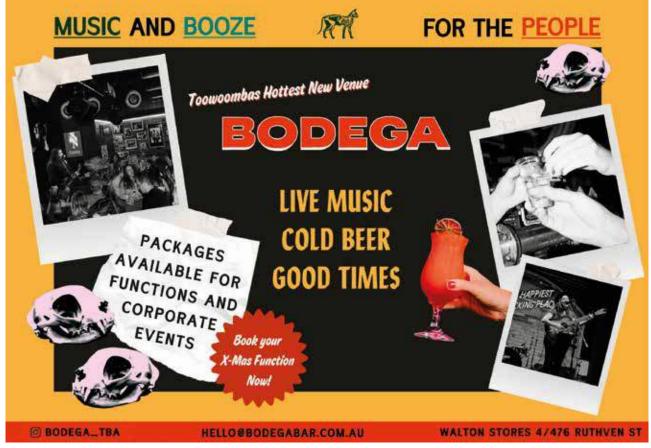












OVERS Shakers

Jennifen Inglis

Chief Executive Officer Breakaway Toowoomba

Bachelor Science, Psychology Certificate Procurement and ISO Safety and Quality Auditing

Jennifer Inglis has been appointed Chief Executive Officer of Breakaway Toowoomba after a rigorous recruitment process that included applicants from interstate.

Born and raised in Toowoomba, Jennifer has nearly 25 years of experience in the human service industry, with prior work as a small business owner.

Jennifer commenced her journey working with people with a disability in 2006, as a family support facilitator in the Family Support Program (then Disability Services Queensland). It was there she first worked with Breakaway Toowoomba. She continued working with the Department of Communities, Child Safety and Disability Services, moving into roles across the service including Intake, service access and contract management.

In January 2017, Jennifer commenced with Darling Downs and West Moreton Primary Health Network (PHN) in program and project management and later as part of the leadership team as Senior Manager, Commissioning.

Jennifer has a strong sense of social justice and maintains her dedication to improve overall health and wellbeing outcomes for people with a disability and those living with mental health conditions and other vulnerable cohorts. She is looking forward to building on the strengths of Breakaway while maintaining its reputation as a great place to work.



Breakaway Toowoomba began 35 years ago when a group of parents united to provide respite services for families in Toowoomba and surrounds. Services currently include daily living assistance, in and out of home respite, emergency support, community access and accommodation support.

CHAMBER UPCOMING EVENTS

November

- 1() AGM
- Mad Hatter's Twilight Race Day sponsored by Classic Recruitment & Human Resources
- Business@Dusk hosted by Bernoth Properties & LJ Hooker
- 19 Business Connect Migrant Networking Event
- 25 Future Leaders Battle of the Generations
- 25 Toowoomba SME Cyber Security Lunch

December

- 03 Locals for Locals
- 06-24 Christmas in the CBD
- 7 Future Leaders Professional Development Series Workshop 2 sponsored by Power Tynan
- 8 Business@Dusk hosted by Heritage Bank

January

Business@Dusk hosted by University of Southern Queensland

February

- 7 Toowoomba Conferences Networking Event
- 16 Business@Dusk

March

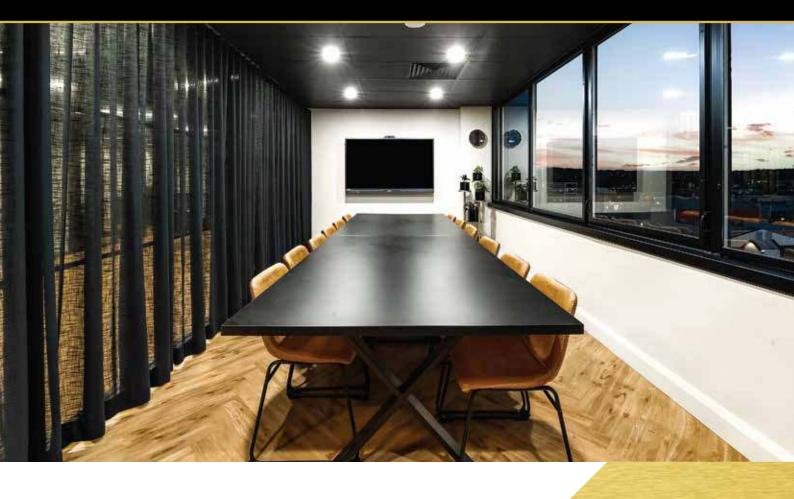
- 01-31 Health Challenge
- O1 Future Leaders Professional Development Series Workshop 3 sponsored by Power Tynan
- Future Leaders Blue Collar Event
- 16 Business@Dusk











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CONSTRUCTION

BUSINESS

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EMPLOYMENT

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DISPUTES

LEGAL
SERVICES
DELIVERED
DIFFERENTLY

We provide you with absolute fee certainty, so there won't be any surprises along the way!











Focus HR is honoured to have been the naming rights sponsor for the Business Excellence Awards 2021.

Our business is built on helping your business develop winning teams and a winning culture through your people, leadership and strategy principles.

We are so proud to be part of the amazing Toowoomba business community and celebrate every business who entered this year's awards.

Congratulations!



YOUR PEOPLE AND CULTURE CONSULTANTS