The BUSINESS ,

TOOWOOMBA CHAMBER OF COMMERCE

JOURNAL VOLUME 8









30057 your business with digital marketing.

localsearch | Digital Marketing

Digital Service



Google My

Business







Advertising





localsearch.com.au

Call Jeff on 1300 080 176

business.localsearch.com.au

Proudly supporting local business

We're committed to investing in local businesses.

Over the last 4 years we've spent over half a billion dollars with local suppliers.

We look forward to developing stronger relationships with local businesses.

annual spend

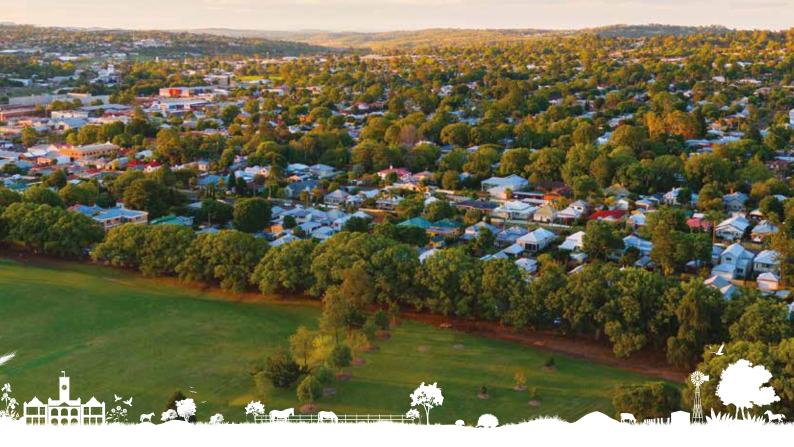
with local suppliers per financial year

\$120.6M 2018

\$145.6M2019

\$180.7M 2020

\$54.9M 2021 (to date)





AT THE END OF THE CONTROLL CONTROL

PRESIDENT'S MESSAGE

The end of an unforgettable year is upon us.



Many businesses will be glad to see the back of 2020, whereas others have seen record growth. As we approach the festive season, my general sense is that the Toowoomba business community is cautiously optimistic.

I was fortunate to dine out for Sunday brunch recently and struggled to get a table at four different cafes. Local restaurants, pubs and clubs were also teeming with people on that Saturday night. Together with the most relaxed restrictions in Queensland to date, this bodes well for our local hospitality industry as Christmas party season begins.

It seems the worst of COVID-19 is behind Australia. We have always been the lucky country, but particularly this year. Victorians, especially those in Melbourne, have done it tough,

but compared to other Western nations, Australia has fared well.

As restrictions eased, the Chamber made up for lost time with an unrivalled event program, featuring almost weekly networking opportunities from September to December. My sincere thanks to our staff for their hard work in this regard.

Speaking of events, the pinnacle of Toowoomba's black tie experiences, the Focus HR Business Excellence Awards 2020 is nearly upon us. This year the Business Excellence Awards comprise a series of events: the Regional Development Australia Finalists Evening, the Clifford Gouldson Lawyers Sponsors Soiree, the Focus HR Business Excellence Awards themselves and various After Parties. We

at the Chamber are very much looking forward to the new format!

I hope you enjoy the final edition of our Business Journal for 2020 and the impending festive season. It is a joyous time of year for most and a wonderful opportunity to spend quality time with family and friends, reflect on the year that was and plan for the year to come.

When purchasing gifts this Christmas, please shop locally. This year, more than any other, Toowoomba traders need you to Say Yes to Local.

HARRISON HUMPHRIES

President Toowoomba Chamber



table of CONTENTS

PRESIDENTS MESSAGE4
EXECUTIVE APPOINTMENTS6
FEATURE - IT'S ABOUT DIVERSITY8
OPTUS10
MEET FOCUS HR12
BUSINESS OF THE YEAR 201914 Fitzy's Toowoomba
FUTURE LEADER OF THE YEAR 201915 Gatherine Ardi
TOURISM
INDUSTRY17
Sponsored by Russell Mineral Equipment
HOSPITALITY
PROFESSIONAL SERVICES19 Sponsored by TAFE QLD
HEALTH AND WELLBEING20 Sponsored by BOQ Rangeville
FOCUS HR BUSINESS EXCELLENCE AWARDS 2020 RESULTS21,22,23
COMMUNITY AND NOT-FOR-PROFIT25
Sponsored by Toowoomba Regional Council
GERRY DOUMANY EXPORT26, 27 Sponsored by TSBE

EMPLOYER OF CHOICE28
Sponsored by Focus HR
INNOVATION AND TECHNOLOGY29
Sponsored by Tilly's Crawler Parts
BEST REGIONAL BUSINESS30
Sponsored by Toowoomba Regional Council
RETAIL31
Sponsored by BEST Employment
2020 HALL OF FAME INDUCTEE32
PEOPLE'S CHOICE33
Sponsored by The Chronicle
AWARDS GUEST SPEAKER34
Time for Change
EYES ON THE PRIZE35
WHAT'S HOT IN TECH36
with Harvey Norman Commercial
GOING GREEN WITH CR NANCY AND
CHAMBER UPCOMING EVENTS37
THANK YOU TO OUR SPONSORS38
SOCIALS39





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 8

WE WANT TO HEAR FROM YOU.

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



TOOWOOMBA CHAMBER OF COMMERCE

ON THE COVER

Directors of Focus HR, Alistair Green and Naomi Wilson, welcome you to the Focus HR Business Excellence Awards 2020

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

OVERS:

Congratulations to these recent executive appointments...

If you'd like to share the news of your newest recruits, please send a photo and details to communications@toowoombachamber.com.au

Dn John

KINNIBURGH

Headmaster at Toowoomba Grammar School

With a tumultuous year almost behind us, the excitement of 2021 is at the forefront of most people's minds. For one of Queensland's oldest educational institutions, Toowoomba Grammar School, the new year heralds significant change and new opportunities.

Dr John Kinniburgh will replace Mr Peter Hauser, who has retired as Headmaster after eighteen years of outstanding service to the School. It is big shoes to fill but Dr Kinniburgh is excited by the challenge. He is currently Deputy Headmaster and Head of Secondary School at Prince Alfred College, Adelaide. He previously spent four years at Wellington College, England and prior to that held key academic,

co-curricular and boarding roles at The King's School in Sydney over a sixteen year period.

Dr Kinniburgh's qualifications include a PhD in Education from Macquarie University, a Master of Science degree in Environmental Change Management from the University of Oxford, a Bachelor of Arts degree from the University of Sydney and a Graduate Diploma in Education from the University of New England. His academic achievements have been complemented by success on the sports field as both a coach and a player, fuelling his belief in the importance of co-curricular activities for boys, whether it is music, the arts or sport.

He has an energy and passion for boys' education, particularly the development of character and self-worth and preparing boys for the contribution they can make to society throughout their lives. He is deeply committed to a well-rounded education and values excellent teaching that enables each boy to achieve his personal best.

Dr Kinniburgh was raised in country New South Wales and he will be joined by his wife Jo, and their three children, Charlie, Eliza and Archie. They are looking forward to settling in Toowoomba and building strong connections with the community while further developing the rich traditions and culture of Toowoomba Grammar School.



Admian

BONICA

Position: Chief Executive Officer

Previous position: Chief Financial Officer/ Company Secretary

Qualifications:

Bachelor Science, Bachelor of Commerce (Accounting/Law), Graduate Diploma of Chartered Accounting and is currently undertaking a Master of Business Administration.

Recruiter:

Jamie Smith – JP Smith Recruitment & Human Resources Adrian is a qualified accountant and financial manager with over 20 years' experience in providing commercial business, advisory and accounting expertise to various sectors including health, hospitality, agriculture and retail. Having begun his managerial career in the early 1990s, Adrian then formalised his commercial acumen which led to a professional accounting career and local small business ownership. Adrian has resided in Toowoomba for approximately 14 years and has a passion for education and development.

He holds a Bachelor Science, a Bachelor of Commerce (Accounting/Law), a Graduate Diploma of Chartered Accounting and is currently undertaking a Master of Business Administration. He is a member of the Institute of Chartered Accountants and a graduate of the Australian Institute of Company Directors. Adrian's strong belief in social justice has driven his involvement in the Not for Profit sector as well as sitting on the Boards of other local charity organisations. Adrian is excited by the opportunity to further the strong foundation of values-based support delivered by YellowBridge QLD to those in need in our local community.





Toowoomba's Go Local First Advocate

Mary Reid has a magic touch with business and even though she thought she had recently retired, she is back in the office as an Advocate for the Federal Government's

Go Local First was born out of the COVID crisis to help support around 3.5 million Australian small businesses.

The campaign involves various levels of organisation beginning with Go Local First Ambassadors who operate at a grassroots and regional level is one example.

Then there's the Go Local First Partners which include business organisations such as Chambers of Commerce and industry groups. Finally, there are the Go Local First Advocates who are drawn from different industry groups and in Mary Reid's case from the wedding industry through the Australian Bridal Industry Academy

You'll find Mary out and about meeting with businesses who work in the wedding industry space. And she's not just talking! Mary is helping to put in place practical measures to support businesses and get customers back through the door

If you'd like to know how Go Local First can help your business, get in touch with Toowoomba Chamber.



Habib Nadaf

Competitive Edge? It's ABOUT DIVERSITY

Diversity and inclusion in the workplace are not just passing trends. Hiring a diverse range of people (based on gender, sexuality, race, age, educational background etc) adds value to a business and can potentially smash out a competitive edge.

Toowoomba Chamber's Business
Connect, Skilled Migrant and Refugee
Project, sponsored by CatholicCare
Social Services, is all about supporting
diversity in the workforce and
especially around our diverse migrant
and humanitarian residents. We caught
up with Tilly's Crawler Parts, BEST
Employment and TAFE to find out
about a recent success story and how
we can work together to create more.

The Employer - Tilly's

BEST Employment recently placed two men, both in their 30s, and refugees from war torn Syria, with Tilly's Crawler Parts. It's been a heart-warming success!

For Tilly's Second-Hand Parts Manager, Greg Dickinson, the employment of Haron Rasho and Danial Domat along with another Syrian employee, Habib Nadaf, has been an overwhelmingly positive experience with tangible benefits.

"They are model employees – honestly," he said. "They all have a good work ethic; they'll hook into any job and if you give them direction, they do it without complaint. They get along well with the other staff and we are all learning what life was like for them in Syria, in a war zone – that's been a real eye-opener. They have some incredible stories to share.

"Family means everything to them and we know it was a big deal for them to travel over here."

Haron, Danial and Habib are very appreciative of the opportunity for a new life in Australia. When asked what they like about their work they replied in unison "the people"-they really enjoy engaging with other staff and speaking English.

A few words from Haron, Danial and Habib

Haron Rasho came to Australia in 2017 and works as a dismantling mechanic; he loves his job at Tilly's and is studying for his forklift ticket.

"They are good people here at Tilly's and I have made a lot of good friends," he said.

Danial Domat is also a dismantling mechanic who is studying for his forklift ticket. He has only been in Australia for a little over a year. Together with his wife and two children, he enjoys travelling around South East Queensland on weekends. He recently took the family to Dreamworld and South Bank in Brisbane.

Habib Nadaf is only 31 and has a wife and two children. He works as an undercarriage assistant in the

track shed and has already gained his forklift ticket. He enjoys working at Tilly's and also likes to keep learning. On weekends he likes to take his family to the beach.

BEST Employment - recruitment and job agency

BEST Employment is a not-forprofit organisation with a goal to help people from all walks of life find paid employment. Dave New is BEST Employment's Business Development Manager and he is passionate about helping the migrant community into work.

"We have around 2000 registered clients and 25 per cent of them are migrants," he said. "In fact, Toowoomba has one of the biggest migrant settlement areas in Queensland – more than Brisbane. Not all migrants are refugees but we do have quite a few clients from war-torn countries including Syria, Afghanistan as well as some Yazidi people from Iraq.

"BEST Employment helps clients develop their resumes, job applications and interview skills. We also teach them about Australian employment conditions such as superannuation and awards structures.



Danial Domat

"The skills within our migrant sector range from professions to trades and include everything from medicine and engineering through to agriculture, mechanics, childcare, cookery and sewing. Many are highly skilled but just don't have the formal qualifications required in Australia."

NOTE: future employers should enquire about government subsidies for recruitment and work experience.

TAFE Queensland – teaching language and work ready skills

Tom Rowe is the Director of TAFE Queensland's Foundation and Language Skills Faculty, which assists approximately 600 to 700 migrant and humanitarian clients each year from Gladstone through to Kingaroy, Ipswich and Toowoomba.

"TAFE Queensland offers two programs designed to teach migrants English and prepare them for the workforce. The first is our Adult Migrant English Program (as well as its subprogram, Work Ready), which delivers training to new migrants and refugees. Secondly, we deliver the Skills for Education and Employment (SEE) program, which places a strong emphasis on language, literacy and numeracy skills for the workplace.

"Toowoomba is a large settlement site for Queensland's new migrants and refugees. We have approximately 400 students enrolled here," he said. "Our students arrive from all corners of the globe; in any given classroom, we may work with migrants from Sri Lanka, Africa, China and the Middle East. We find that some students possess qualifications from their country of origin, but have no experience with English; whereas other students can write English but not speak it, and vice versa.

"In addition to that, we deliver to clients who have never held a pen or had the opportunity to go to school; so we cater for a wide variety of abilities.

"Our team works with outside agencies to assist students with preparing for life in Australia—so for instance, we might invite someone to talk about rental tenancy agreements, financial planning, or car licencing. We offer water safety and swimming lessons, as well, which are so crucial to the lifestyle in Australia.

What can we do as a community?

"It's important for us all to keep an open mind and give migrant or humanitarian jobseekers a go. We have found that most employer feedback is very positive and our job seekers are punctual, honest, polite and willing."



Haron Rasho



Greg Dickinson, Haron Rasho, Habib Nadaf and Danial Domat



Eptus says "Ses 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.

"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.









BUSINESS EXCELLENCE Awards

We are Focus HR, and we are your people and culture consultants. We help businesses build winning people, winning cultures and winning teams, and we are incredibly proud to be the naming rights sponsors for the Toowoomba Chamber of Commerce Business Excellence Awards for 2020.

There are 16,000 businesses in Toowoomba. Ninety-five percent of those are small businesses and when you look at the statistics it almost feels like a miracle that we exist at all, with 30% of businesses failing in their first year and only 25% surviving past five years. And the two key reasons are cashflow and people or resources.

Through this year and all its challenges, we have been so proud to watch the robustness, resilience and loyalty of the Toowoomba business community.

This year 'excellence' may not be about growth, or amazing financial achievements – it may be a story of resilience or a business reinventing itself to avoid closure and keep its people employed. And that's why, even though we are only a small business ourselves, we were proud to take up the BEA banner.

For us it is all about people. Focus HR has always been about people – about HR. But in our own journey we've grown so much. We've gone from a pure focus on being an outsourced HR provider, to being a consultancy that not only empowers businesses to have great people practices, but also enables curious and courageous leaders, and builds bold strategies for robust businesses.

Since 2011, we've helped over 300 companies locally, interstate and even internationally become stronger, more resilient organisations through their people, leadership and strategy. The BEAs recognise all of these things. This is what small business in Toowoomba is built on and what we stand for. We can't wait to celebrate with

you all on December 12th.

"Small business is our world and it is worth celebrating - this year more than ever."



IT'S 2019 BUSINESS OF THE YEAR

The Fitzgibbons were gobsmacked when "Fitzy's" won 2019 Heritage Bank Business of the Year, but the rest of the community was in no doubt at all – everyone was, and still is, thrilled!

The family-owned Fitzy's Toowoomba has been run by John and Maralyn Fitzgibbons with their children Brad and Anita for 19 years. Brad's daughters Ellie and Jessica also work in the business and on busy days you'll them waiting tables and working the bar proving that no one is bigger than the team.

Fitzy's Marketing Manager Anita Armanasco (nee Fitzgibbons) said love and support from the community flowed for weeks after the awards ceremony.

"We weren't expecting the award and we didn't expect the reaction from the community," she said. "There were flowers, chocolates and lots of lovely messages – it was overwhelming and very humbling."

"This is your chance to showcase your business on a regional scale. What do you have to lose? You never know what unexpected opportunities entering these awards may bring you."

Anita Armanasco

As Marketing Manager, how did you leverage the award?

"There was so much media coverage and social media attention that the award just leveraged itself and we didn't have to do much – it was one of our best organic social media posts ever!" she said.

"The sense of appreciation from the community kept going and it was especially great for my parents. Being recognized by our peers in the community was really special."

What sets Fitzy's apart from the rest?

While Fitzy's is part of the landscape and fabric of Toowoomba, Anita thinks the business was recognized for what it gives back to the community.

"We have raised hundreds of thousands of dollars through our events including Women of the Vine and Colour of Change. We raised \$100 000 alone at the Drought Angels lunch last year and Brad, Bronnie and I spent some time volunteering with them too. "In addition to what we do in the community, our customers know that we do everything by the book. Brad is Vice President of the Qld Hotels Association and President of Toowoomba's Safe Night Precinct so our customers know they can trust us."

How Has COVID affected business?

"During lockdown I spent a lot of time on the phone talking to customers and reassuring them that we would be back!" said Anita. "COVID made us reflect on everything we have done for the past 19 years. It's definitely a time to be innovative and so we tried Fitzy's@Home Meal Kits which was a bit like Hello Fresh which kept us connected to our customers.

What's your advice to other entrants?

"It is really hard for us to get the whole family together looking smart so do dress up for the photos! The pictures taken of us all on the night will be treasured forever."



Future leaders

...HAVE AN INNATE **ABILITY TO DIRECTLY IMPACT THEIR WORKPLACE CULTURE** AND CO-WORKERS.

2019 Future Leader of the Year

Catherine Ardi | Manager Excavation Equipment

Catherine Ardi is an exceptional young woman and a worthy recipient of the 2019 Future Leader of the Year Award. It was great to catch up with her recently to talk about the Award and what it has meant to her over the past 12 months.

Was the process of completing the application useful?

The process was absolutely useful and I always encourage people to enter these awards as it makes you focus on yourself and your business. For those who haven't done a business plan or a personal plan, this is a great time to get it all down on paper and reflect on how far you have come while taking steps to where you want to go.

What do you think made you stand out from the others?

My story is a "high-heels to highvis" one and I think it is inspirational to people who think that they have to stay in the same career their whole lives, or women who think that they can't have a successful career in a blue-collar job

How have you leveraged your status as a category winner?

It reinforced to me that our we are on the right track and I've since been reviewing how to lead the team forward in meaningful, proactive ways. 2020 has tested so many people's resolve in many ways, but I believe it has brought out the best in our collective community.

I am looking forward to the newly crowned FLOTY and being part of this great legacy that is the Toowoomba Chamber of Commerce.

CATHOLICCARE SOCIAL SERVICES

CatholicCare Social Services is keenly interested in supporting young leaders to develop their skills and contribute to the fostering of healthy cultures within • their workplaces. We believe the positive mental health of employees has a direct bearing on workplace culture which in turn impacts on improved workplace productivity. In direct recognition of the connectivity between workplace culture, productivity and mental health, CatholicCare Social Services provides support to local businesses through their Employee Assistance Program. Our Employee Assistance Program (EAP) provides confidential, short-term workplace counselling service, workplace mediation, onsite critical incident response and psychological well-being workshops which all enable employees and their employers to thrive! As a not for profit organisation in the region for almost 40 years, CatholicCare Social Services provides a range of locally based services to promote individual, family and community wellbeing. Our mission is to empower individuals, families and communities to meet the challenges of life and relationships. And our motivation to work with local businesses to support their staff and therefore build strong that underpin strong communities.

If you'd like to know more about our EAP service:

Visit: www.catholiccare.services/ employee-assistance-program-eap Call: 1300 477 433

April Lancaster-Smith, Catherine Ardi and Riley Campbell

Finalists

2020

in Alphabetical Order:

Shelley Burchett Lauren Jansen-Roberts Alex Stalling Nicole Steffens

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.

2020 Finalists

in Alphabetical Order:

Klub VW Darling Downs Rosalie House Cellar Door





Industry Award: Proudly sponsored by:





RUSSELL MINERAL EQUIPMENT (RME) is a proud sponsor of the Industry category for the Focus HR Business Excellence Awards 2020.

In 1985, RME was established here in Toowoomba by founder John Russell. Over the past 35 years, the RME manufacturing and engineering business has grown to become the global leader in mill relining technologies.

RME's growth and success would not have been possible without the dedication and commitment of the talented group of RME men and women, and the support from the Toowoomba business community. RME now proudly employees some 300 Toowoomba locals and a further 100 in our 8 global locations.

2020 has been a challenging year for business communities locally, nationally and internationally. By meeting challenges with resilience and innovative solutions, a business's foundational strength is further

built to endure. With the continued support from Toowoomba's business community, RME's ability to deliver on its global growth strategy remains strong. In turn, by supporting and celebrating the efforts and achievements of local Industry businesses, we proudly support the continued growth of Toowoomba's regional economy, both now and into the future. RME congratulates all of the businesses who have been nominated in the Focus HR Business Excellence Awards for 2020.









2020 **Finalists**

in Alphabetical Order:

Ability Enterprises **E&E Waste** Jim's Jerky **Proterra Group**

Hospitality Award

Proudly sponsored by:

FUJI XEROX BUSINESS CENTRE TOOWOOMBA







Toowoomba Fuji Xerox Business Centre Toowoomba - or simply, FXBC Toowoomba, is proudly sponsoring the Hospitality Category of the Focus HR Business Excellence Awards 2020.

During COVID-19 restrictions, Hospitality was one of the hardest hit industries. But it has shown resilience throughout its community and there is an amazing strength of character among the nominees.

Just like many of the nominees in this category, FXBC Toowoomba is also a locally owned and operated business that employs more than 15 fulltime staff in Toowoomba alone.

Our dealership is one of the region's leaders in sales and service of photocopiers, multi-function print devices, document management systems and phone solutions. We specialise in servicing print devices and phone systems across South East Queensland.

With over 20 years in the region covering Darling Downs and greater Queensland, our FXBC Toowoomba Dealership forms an integral part of the Fuji Xerox Australia dealer network. This network comprises of over 34 dealerships across Australia's metro and regional centres. This means we can support your business regardless of your office location. Our team locally covers more than 400,000 sq km, maintaining services to some of the most remote and populated areas of South West Queensland.

The dealer channel is just like us; all locally owned and operated businesses providing services to fleets across Australia.

From all of us at FXBC Toowoomba, we would like to congratulate all nominees in this category. Getting through this pandemic and surviving as a business means you are all amazing and excellent in your own right.



2020 Finalists

in Alphabetical Order:

Fitzy's Toowoomba

Rosalie House Cellar Door

Sweet Talk Coffee

The Met

















Professional Services Award

Proudly sponsored by:

TAFE QUEENSLAND

As the state's largest and most experienced provider of vocational education and training (VET), TAFE Queensland is playing a critical role in Queensland's prosperity into the future, creating jobs and enhancing the social wellbeing of communities across the state.

Each year, over 13,000 business and UserChoice employers partner with TAFE Queensland.

To ensure our training meets current and future employment demands, we align our training with the needs of our industry partners, designing new programs in areas of emerging need and industry transformation, while ensuring traditional trades' educational practices are contemporary.

We deliver practical hands-on training that results in contemporary skills and prepares graduates for not only the jobs of today, but also the developing jobs of tomorrow; we want to ensure we have job-ready graduates who can assist employers to innovate and grow their businesses long into the future.

We take great pride in collaborating with our partners and celebrating the performance of our local community, which is why opportunities to support local businesses like the Business Excellence Awards are so valuable.

To help our state continue to move on from the pandemic, employers will need skilled and job-ready workforces, and workers with the right training and skills will play an important role in everyone's recovery over the coming months.









2020 Finalists

in Alphabetical Order:

Akadia Training
Qld Hot Property
Shine Lawyers
Vigour Graphics

Health & Wellbeing Award

Proudly sponsored by:

BANK OF QUEENSLAND RANGEVILLE AND BANK OF QUEENSLAND TOOWOOMBA

BOQ Rangeville & BOQ Toowoomba are proud to serve our local community and the people in it, whether this be through providing banking solutions for our customers, or getting out and about supporting events and businesses that matter.

For us, sponsoring the Healthy & Wellbeing Business Awards is a great honour. Given the current environment, we feel now more than ever it's essential for everyone to be looking after themselves, not just physically but also mentally, emotionally and socially. This category of awards recognises those businesses who have worked hard to make an impact, providing invaluable services and support to the local community.



From left Mitchell with Suzanne and Jamie Mason of Bank of Qld Rangeville and Toowoomba

2020 Finalists

in Alphabetical Order:

Linniar Group
Neilson Eyecare
Radiance Academy
The CAVE Gym









FOCUS HR BUSINESS EXCELLENCE AWARDS 2020

BUSINESS OF THE YEAR

Sponsored by Focus HR

PROTERRA GROUP

Strengthening regional communities while helping local government get the best deals for ratepayers are worthy goals and just some of the reasons why Proterra Group was named 2020 Focus HR Business of the Year.

The win is a natural progression from last vear's Business Excellence Awards when Proterra Group was named 2019 Best Regional Business for its commitment to better infrastructure outcomes.

The company is highly regarded for its work with 16 local councils covering an area from Toowoomba up to Longreach, out to Quilpie and down to Moree.

According to Proterra Group Operations Manager, Jim O'Dea, being named 2020 Business of the Year and Best Regional Business in 2019 provide great recognition for Proterra staff and the tough nature of work they do in all kinds of terrain and conditions.

"Proterra came from a civil engineering background and is focussed on helping local government get the best deals for ratepayers," said Jim.

"We work under three main areas; Asset Data Collection; Project Management and Waste Management Consulting and Facility Operations.

"Our work is all about supporting our local government clients and that can include design and construction of roads, bridges, drainage, water and sewerage infrastructure.

"Our asset data collection works with urban stormwater, rural cross drainage and sewer manholes and our waste management can be tailored specifically to meet the needs of any local government facility."



BEST REGIONAL BUSINESS

Sponsored by Toowoomba **Regional Council**

NRG SERVICES



FUTURE LEADER OF THE YEAR

Sponsored by CatholicCare Social Services

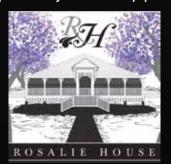
LAUREN JANSON-ROBERTS

FOCUS HR BUSINESS EXCELLENCE AWARDS 2020 Category Minners

TOURISM CATEGORY

ROSALIE HOUSE CELLAR DOOR

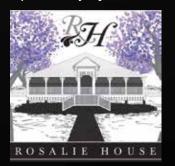
Sponsored by Excavation Equipment



HOSPITALITY CATEGORY

ROSALIE HOUSE CELLAR DOOR

Sponsored by Fuji Xerox BC



INDUSTRY CATEGORY

PROTERRA GROUP

Sponsored by Russell Mineral Equipment



PROFESSIONAL SERVICES CATEGORY

AKADIA TRAINING

Sponsored by TAFE Qld



RETAIL CATEGORY

WESTRIDGE FRUIT & VEG

Sponsored by BEST Employment Services



COMMUNITY AND NOT-FOR-PROFIT CATEGORY

PROTEA PLACE

Sponsored by Toowoomba Regional Council



INNOVATION & TECHNOLOGY CATEGORY

HEALTH & WELLBEING CATEGORY

PRO-TEST WELL SERVICES

Sponsored by Tilly's Crawler Parts



GERRY DOUMANY EXPORT AWARD

MORT & CO

Sponsored by Toowoomba Surant Basin Enterprise



PEOPLE'S CHOICE AWARD

HOGAN'S FAMILY JEWELLERS

Sponsored by The Chronicle



RADIANCE ACADEMY

Sponsored by Bank of Qld Rangeville



EMPLOYER OF CHOICE AWARD

POWER TYNAN

Sponsored by Focus HR



HALL OF FAME INDUCTEE

TILLY'S CRAWLER PARTS



FUTURE STAR AWARD

HAMMY'S CUPCAKES

Sponsored by Toowoomba Chamber



Become ready to move up

The University of Southern Queensland's new Master of Business Administration can give your career an edge.

Develop your ability to think and act strategically so you are ready to step into executive or more senior roles, regardless of the industry.

We understand life can be demanding, that's why we offer the flexibility to study our new MBA in short online blocks.

Applications to start study in Semester 1, 2021, are now open.

Learn more at usq.edu.au/mba or call 1800 269 500







Community and Mot-fon-profit Award Proudly sponsored by:

The Toowoomba Region's community and not-for-profit sector this year displayed its generous heart and wide embrace of our community.

That's the firm belief of Toowoomba Region Mayor Paul Antonio, who said the sector's support was sorely needed more than ever in a trying year.

"Our volunteer and community organisations rise to the fore every year, but even they had to find a new level of resolve in 2020," Mayor Antonio said.

"There is no denying the human cost and the disruption caused by the global health crisis and the subsequent economic fallout.

"I'm relieved that we escaped the worst effects in our region and across Queensland.

"I extend my eternal thanks to our dedicated health professionals and every supporting health worker across our hospital and medical facilities.

"Your supreme efforts kept us safe.

"I also acknowledge all emergency services, retail, transport and community support workers who selflessly carried on amid all the confusion and uncertainty to play their part in keeping our lives functioning.

"The Vulnerable Communities committee, co-ordinated by Toowoomba Hospital Executive Director Shirley-Anne Gardiner, also played a critical role in delivering support to people who needed it most.

"I congratulate all worthy finalists in the Community and Not-for-Profit Category.











2020 **Finalists**

in Alphabetical Order:

Hope Horizons Protea Place **Toowoomba Club House**

Toowoomba Hospital **Foundation**



Genaldine (Genny

NEW CATEGORY

A new Business Excellence Awards category, the "Gerry Doumany Export Award", is a reflection of the growing export capability across our business community and a fitting tribute to one of our very own leaders in Australian export.

With thanks to:

JO SHEPPARD USO

The Toowoomba Chamber of Commerce is pleased to introduce a new Business Excellence Awards category this year: Export.

The introduction of an Export Category into the awards program has long been considered by the Chamber as the Toowoomba region continues to build its strength as a leading export hub.

A fitting category to recognise excellence in our growing export capability across the business community and who better to name this award category after than our very own Gerry Doumany, a highly respected export enthusiast and specialist of many years.

Throughout the Australian export industry the name "Gerry Doumany" is associated with outstanding long-term achievements with the Australian Trade Commission where she worked for many years as Senior Export Advisor. Her role, and lifelong mission, has been to quide businesses large and small

from Queensland, and across Australia, in their export journey.

With a career spanning 25 years, Gerry sure has some stories to tell and they take the listener on a journey around Australia and overseas with good food, wine – and perhaps a gin or two. Ganbei!! But her favourite thing is to see her clients grow in the export space, secure new markets, develop product and have a little fun along the way!

Although Gerry is interested in all things export, her passion is food and agriculture. Growing up on a sheep grazing property near Cunnamulla, working across the food and agriculture supply chain is in her blood.

In addition to her long standing career with Austrade and TIQ, Gerry has worked with a number of other local organisations including Insight Business & Financial Services (now Accession3 Business Advisers) and more recently in the role of Export Manager at Food Leaders Australia, TSBE.

Gerry complimented her extensive professional experience with a BA MAS, Asian Studies and an MBA in International Business from Griffith University. Her formal training combined with work in industry make her a powerhouse of knowledge and experience and an outstanding contributor and mentor to our local business community.

People are drawn to Gerry's ever positive, inquiring disposition and her infectious laugh. It's understable that many of her clients become her friends and get to enjoy her personality along with her professional skills. The other great joys in Gerry's life are her two children and growing number of grandchildren.

Chamber has received a number of strong nominations in this new category and we look forward to finding out which outstanding local export business will be named the inaugural winner of the Gerry Doumany Export Award for 2020.

Words by Jo Sheppard



Bruce McConnel (TSBE), Geraldine Doumany (TSBE), Paul Hodgson (NERA), Paul Antonio (TRC), Ali Davenport (TSBE), Lance MacManus (TSBE)



Geraldine Doumany, Nick Jacometti, Ali Davenport & Steven Winter

Doumany Export Award

Proudly sponsored by:

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

TOOWOOMBA SURAT BASIN ENTERPRISE - TSBE

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 grow our region's economy.

Since TSBE's inception in 2011, the Toowoomba region has witnessed an economic growth of over \$3 billion p.a with Toowoomba's Gross Regional Product for the year ending June 2019 at \$12.19 billion, growing 3.8% over the previous year. (NIEIR 2019) TSBE's collaboration with local, state and federal government agencies, proactive community organisations and industry groups, has been integral to the advancement of the region, with the TSBE team working hard to attain favourable outcomes for important infrastructure developments.

TSBE is very proud to be sponsoring the Gerry Doumany Export award, at the Focus HR Business Excellence Awards 2020. This brand-new category will celebrate 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 exporters across the region, leaving a significant impact on the industry. We look forward to celebrating with businesses as they continue their export journey.







2020 Finalists

in Alphabetical Order:

Claytons Organic Beef

<u>Linniar Group</u>

Mort & Co







1 YEAR ON...

Employer of Choice Award

Proudly sponsored by:

FOCUS HR

How Toowoomba's Best Leveraged Their Win

Winning "Employer of Choice" at the 2019 Business Excellence Awards was a wonderful, and emotional, experience for staff at Clifford Gouldson Lawyers but has it made a difference to the way they work and how have they benefitted from the accolades?

The 2019 Business Excellence Awards inaugural Employer of Choice category was sponsored by Focus HR and won by Sweet Talk Café (Small Business) and Clifford Gouldson Lawyers (Large Business and overall category winner).

Clifford Gouldson Lawyers Partner, Ben Gouldson, said the awards night came on the back of a particularly busy and stressful year for many of their team.

"As a result, the award, which was largely out of our minds after nominating, meant more than we ever would have anticipated," he said. "Those of our team there on

the night were more emotional than we might have expected, and once

news spread throughout the wider team, there was enormous pride.

"Since then we have noticed recognition throughout the wider business community and we have received approaches to speak at public events, requests for guidance or advice about things we do to improve team morale and performance.

"We have added the award to our email footers and there are photos of the awards night in our lunchroom as a constant reminder.

"This year's COVID times have reinforced that it is worth maintaining and enhancing workplace culture. We spend so much time in the workplace it is absolutely essential that businesses recognise and value their teams as their most valuable assets."





In addition to accepting the role of naming rights sponsor for the 2020 Business Excellence Awards, Focus HR is again sponsoring the "Employer of Choice" category.

Founding Director of Focus HR, Naomi Wilson, said she and the Focus HR team was proud to introduce this award in 2019 with the intent of recognising local businesses who make employee engagement a priority.

"We believe that positive employee engagement is a source of significant competitive advantage, and a key driver for business success," she said. "It enables businesses to attract a higher calibre of candidates and it creates a sense of pride for employees who feel valued.

"We believe the process of entering the Focus HR Business Excellence Awards is in itself incredibly valuable and will open up opportunities for businesses to hear from staff and be recognised for their dedication to people practices.

"We are excited to find out who the 2020 employer of choice will be!"



2020 Finalists

in Alphabetical Order:

Accession3 Business Advisers
CatholicCare Social Services
Cropt

Power Tynan









Innovation and Technology Award Proudly sponsored by

TILLY'S GRAWLER PARTS



A commitment to innovation keeps Tilly's moving forward

As an Australian family-owned company with global reach, Tilly's Crawler Parts are proud to stock over 43,000 new parts for earthmoving machinery. From their base in Toowoomba, Queensland, the Tilly's team ships quality parts across Australia and around the world.

"The right part, at the right price, right now" has been Tilly's mantra for as long as they can remember. But while their brand promise remains constant, some things have changed in the last three decades. The Tilly's legacy lies in dismantling machinery and selling used parts for Cat, Komatsu and other brands, but Tilly's

core business is now supplying new quality alternatives to OEM parts.

The shift to an extensive range of genuine alternative parts has seen the company make major investments in technology and innovation in recent years to better service their thousands of valued customers.

Just one of the ways Tilly's is moving forward is in their warehouse with the installation of a bank of Modula Vertical Lifts which house over 6,700 parts lines, reducing the pick surface in just two of the lifts from 123 metres to a mere 7 metres, allowing for greater efficiencies in order fulfillment and despatch.

If 2020 has taught us anything, it's that we must continually look at things differently and ensure that we can adapt and change with the times. As Tilly's has committed to doing that this year, they have seen other businesses in our region do the same and watched them thrive despite the environment.

Tilly's has chosen to acknowledge this by proudly sponsoring the Innovation Category in the Toowoomba Business Excellence Awards.

"We've seen so many great benefits from always looking forward that we want to encourage other businesses to do the same. We are convinced that what got us here, will not get us there – that attitude has been our focus this year and we are very proud to say it has resulted in the best year in Tilly's history." Lance Hinrichsen, General Manager









2020 Finalists

in Alphabetical Order:

Linniar Group
Protest Well Services
Toowoomba & Darling Downs
Vigour Graphics

Best Regional Business

Proudly sponsored by:

TOOWOOMBA REGIONAL COUNCIL



Toowoomba Region Mayor Paul Antonio said all business owners deserved a medal for surviving an extraordinary 2020.

"Council salutes our resilient business community for displaying grit and determination to battle once-in-a-generation odds in the face of the global Coronavirus pandemic," Mayor Antonio said. "Few of us could have imagined the turn of events that virtually shut economies around the world on the back of health warnings.

"Businesses in our region had already endured challenges posed by fires and ongoing drought. Few people could have foreseen the extra whammy of an economic lockdown.

"In spite of crushing uncertainty, I was not surprised, to see our region respond positively.

"Council has revised its Procurement Policy to ensure we offer local businesses every chance to engage and work with us.

"In the 2019-20 financial year, Council's commitment to spending locally reached a record \$180 million, equating to 57% of expenditure.

"Council has and will continue to invite local firms and suppliers to bid for work programs on essential infrastructure and facility upgrades across the region.

"Congratulations to all finalists in the Best Regional Business category for 2020."

2020 Finalists

in Alphabetical Order:

Mort & Co NRG Services Proterra Group Tilly's Crawler Parts











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.











2020 Finalists

in Alphabetical Order:

Excavation Equipment
Hogans Family Jewellers
Recognition Plus
Westridge Fruit &
Vegetables

Hall of Fame! NDUCTES

TILLY'S CRAWLER PARTS

2020

2018:

St Vincent's Hospital

Stahmann Farms Enterprises

2017: Hutchins

2016:

Hutchinson Builders

Cracker Print

2015

Taylor's Removals and Storage

2014: • Weis

2013:

Betros Bros

2012: FK Gardner

2011:

Empire Theatre

2010: Wagners

- 2009:

Russell Mineral Equipment

2008:

ZUUI.

Darling Downs Brick Sales

Burstows

ZUUDHannas

Department Store

2005: Orford Refrigeration

2004:

2004

The Chronicle

Clive Berghofer Admin

2004 Heritage Bank

- 2004 USQ



TOOWOOMBA CHAMBER OF COMMERCE

HALL OF FAME

Inducted in 2020









People's Choice Award Proudly sponsored by

The Chronicle



The Chronicle is excited to be sponsoring The People's Choice Award for this year's Focus HR Business Excellence Awards 2020.

"It's important for businesses to develop relationships with each other, and I love seeing them do just that," said The Chronicle group digital manager, Hans Nowak.

"The Focus HR Business Excellence Awards 2020 is a great way to encourage our fellow businesses and further develop those relationships."

As a newspaper, The Chronicle has been on the frontline of news in Toowoomba since the 1800s. undergoing a few merges since that time - from the initial merge of 1858-founded weekly newspaper The Darling Downs Gazette and 1861-founded weekly The Chronicle in 1922; to the most recent acquisition by News Corp Australia in 2016.

Now in 2020, our focus has branched out from just being the place you

know to go for reliable, local news – we also help local businesses get the results they want through their websites and social media, provide a range of advertising solutions, produce exclusive and high-end magazines, and create Toowoomba's favourite weekly property guide.

With a motto of "we're for you", The Chronicle is ready and eager to support the local community - from bringing you the latest news to sponsoring The People's Choice Award of the Focus HR Business Excellence Awards 2020.

2020 **Finalists**

in Alphabetical Order:

Fierce Fitness Toowoomba

Hammy's Cupcakes

Hogan's Family Jewellers

Little Pig Consulting

Pole Angels

Protea Place

The CAVE Gym

Toowoomba Hospital Foundation

Vigour Graphics

Westridge Fruit & **Vegetables**



Internationally renowned, inspirational guest speaker, Andrew Barnes, will entertain and challenge attendees at the Focus HR Business Excellence Awards 2020

The eight-hour working day (40-hour week) was a hard-won triumph when it was first introduced to Australians in April 1856. Life was so different back then and yet today, despite our technological advancements, we still work like our 19th Century counterparts.

Innovator and entrepreneur, Andrew Barnes, and his partner Charlotte Lockhart, believe it's time to think beyond 2020 and adapt to a new industrial era — a shift from time outcomes to productivity outcomes.

It's revolutionary thinking and bound to create controversy but the Four-Day Week is just one of many innovative ideas that Andrew Barnes will present to attendees at this year's Focus HR Business Excellence Awards 2020.

Todd Rohl, CEO of Toowoomba Chamber, said guests would be in for a real treat as Andrew was not just a trail blazing thinker but an entertaining speaker.

"In true 2020 style, Andrew will be beamed into the Empire Theatre from across the world to share a positive, future focused and thought-provoking message for the Toowoomba business community," he said. Director of Focus HR, Alistair Green believes Andrew is the perfect speaker to lift the Toowoomba business community up and into a new era.

"Beyond Covid-19 and backedup with loads of data, Andrew's message will challenge us to do more in the areas of productivity; mental and physical health; building stronger communities; equality; diversity and inclusion. His insights are brilliant and unconventional."

Andrew Barnes Bio:

Innovator, entrepreneur and philanthropist Andrew Barnes has made a career of market-changing innovation and industry digitization including a push for the 4-Day Week.

Andrew holds an MA from Selwyn College, Cambridge and an ACIB (UK). He has attended the Program for Management Development at Harvard Business School. Earlier in his career, Andrew was chairman of realestate.com. au; CEO of Bestinvest and also managing director of Australian Wealth Management Limited.

www.4dayweek.com

Andrew Barnes and Charlotte Lockhart share a vision to provide a community environment for companies, researchers/ academics and interested parties to be able to connect and advance the idea of a four-day week as part of the future of work.

When they first came up with the Four-Day Week trial in 2018, the idea went global, transcending cultures and countries with more than 3000 articles published, more than 10 000 social media posts and a worldwide audience of more than 4.2 billion people. It's got us thinking!

What are the Benefits of the Four Day Week?

- 20% less cars on the road = less pollution, less traffic congestion
- More productivity at work
- · Better work/life balance
- More opportunities for selfimprovement and learning
- Less time wasted on social media channels
- Reduced stress levels less anxiety and depression
- Increase in staff engagement, better teamwork
- Level playing field for men and women – especially parents

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 2020 had their eyes firmly focussed on 16 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 the World to a custom replica trophy for the 2020 AFL Premiership held here in Queensland.

He said the Focus HR Business Excellence Awards 2020 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."

"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."



Andrew MacDonald - Cobb + Co

The Focus HR Business Excellence Awards 2020 trophies were proudly sponsored by Harvey Norman - Computers & Electrical.

Aften Panties TO BENEFIT SMALL BUSINESS

With a little thinking outside the box, Toowoomba Chamber provided a boost to the industry sector that was hit hardest by COVID: hospitality.

Between February and March 2020, Conus Industry Employment Trends identified significant job losses (10.3 per cent) in the accommodation and hospitality industry across Queensland. In Toowoomba, this would equate to around 493 jobs lost.

Toowoomba Chamber has given the hospitality sector a boost by creating a series of "after parties" in venues throughout the CBD, following the reimagined Focus HR Business Excellence Awards.

CEO of Toowoomba Chamber, Todd Rohl, said the organization wanted to

partner with as many small businesses as possible to provide support.

"By facilitating a series of 'after parties' in the CBD, we have given these venues the opportunity to showcase their business to potential new customers," he said. "We also created accommodation packages for guests who wanted to stay in town for the night.

"Our hospitality industry brings colour and life to our community so we really wanted to give back and thank those who were hardest hit in 2020." Seven venues agreed to host "after parties" and all offered unique experiences – some with entertainment or shuttle bus transport, there were different price ranges for different types of food and drink packages.

With thanks to the following after party venues:

- Zev's Bistro
- Café Guitar
- The Spotted Cow
- Muller Brothers
- George Banks

Matshot in Tech... - CUSTOMISED SOLUTIONS

With thanks to Harvey Norman Commercial and the Optus Business Centre

When it comes to technology at work, we used to focus on the latest, most expensive, cutting-edge devices – gotta get the latest computer or phone system - right? Well things have changed and these days technology at work is more about finding the right fit and customising cloud solutions.

Sounds complicated? It can be made less complicated with the right advice and that's where Harvey Norman's "concierge-style" consultants come in.

According to Harvey Norman Toowoomba's Head of Commercial, Joel Yeoman, the new cuttingedge technology is in the cloud.

"From a tech point of view the focus is no longer on the device such as a PABX phone service, everything is becoming more cloud managed," he said.

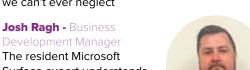
"But what's really good about that is we can custom fit the service to suit the individual business. its needs and its budget."

Meet the Team at Harvey Norman Commercial Toowoomba

Harvey Norman Commercial Toowoomba offers all the benefits of a huge national company with the personalized service and support of a local team.

Joel Yeoman - Head of

Leading the commercial team with a relentless drive for customer satisfaction and delivering on promises. Businesses buy on trust and this is something we can't ever neglect



Surface expert understands that business needs have changed and that mobility and reliability are top-of-mind.

Matt Favari - Optus Business Manager

With extensive experience in the telecommunications sector, Matt loves to focus on customer relationships and his approach is all about "where do you want to go with your business and how can I help"



Mike Stewart, **CEO, LJ Hooker**

Q1. Why did you give **Harvey Norman Commercial** Toowoomba the chance to supply your business needs?

Frankly, I was finding it hard to have a conversation with an IT supplier that made sense. They all seemed to be driving their own agenda and services and all I could see was a lot of expense in consulting costs and not much in results. I was talking with our IT supplier that said that they sourced most of their hardware from Harvey Norman so I decided to have a direct conversation with Gus, Joel and Josh at Harvey Norman Commercial and everything became much cleaner and a lot easier to understand and to implement.

Q2. What has been the best thing about dealing with Harvey Norman **Commercial Toowoomba Team?**

No question - it is the team and the outstanding service they provide nothing was too hard and they really accommodated our circumstances.

It has really been one of my best experiences in the realm of IT.

What they recommended worked straight out of the box, they assisted in setting it up and have been hands on training the team. I think the best thing is the boardroom communications set up - it works really well and is very easy to use and has loads of functionality and all for a fraction of the cost of other systems that I was quoted. No question we will be back - in fact we have already placed a few ancillary orders.

Mark Mahony, Director, **Robertson Scannell**

Q1. What made you give **Harvey Norman Commercial** Toowoomba the chance to supply your business needs.

We met Gus. Joel and Josh on few occasions and in the first instance. we made a connection to likeminded thinkers with respect to technology. We are always looking for tech improvements and efficiencies. Creating capacity to spend more time with our clients, building stronger business is one of primary

objectives. The team at Harvey Norman Commercial introduced us to a service standard we did not know existed in the franchise group. The commercial team is very focussed on understanding the local business community. They have access to many suppliers and resources which in our view, provides independent advice for our needs.

"There is no need to look outside our local community, when we have a commercial division dedicated to assist business of all size."

Q2. What has been the best thing about dealing with the **Harvey Norman Commercial** Toowoomba Team?

Gus, Joel and Josh provided us with demonstrations, loan equipment and access to industry specialists, we gained hands on experience which allowed us to make more informed decisions with regard to technology. They listen to our needs and expectations then applied their knowledge to helping us find solutions. I think the constant follow up is perhaps one of our best experiences.

Aving meen

Waste audits save costs and look after the environment.

Saving on costs while helping the environment is a win win. Do a quick audit of your waste, identifying key recyclable materials that can be separated into recycling bins from your work spaces and kitchens, just like you would at home.

You have the opportunity to play a key role in reducing waste to landfill and you don't pay the waste levy on recyclable material. By diverting recyclable materials from landfills, Council can also extend the life of landfill cells.

Everyone has a responsibility to ensure we are not depositing metals and other substances into landfills that otherwise could potentially have a more valuable future use or repurpose.

Other types of waste should be assessed to see if they can be recycled. Assistance is available through the ecoBiz program, which is free and is funded by the Queensland Government. It helps businesses save money across their energy, water and waste bills. https://ecobiz.cciq.com.au/

In 2017-18, businesses across Queensland generated approximately 2.9 million tonnes of commercial and industrial waste, with less than 50% of this recovered (Source: Dept. of Environment and Heritage Protection, Recycling and Waste in QLD 2018 report).

The Queensland State Waste Levy applies to all landfilled waste, but not recycled waste. By recycling more, and sending less material to landfill, you can significantly reduce your waste disposal costs.

The Waste Levy was developed to:

- · reduce waste to landfill,
- encourage waste avoidance, and
- provide a source of funding for better resource recovery practices.

Council accepts small quantities of e-waste (electrical and electronic items) and cardboard at the region's waste facilities but is unable to accept bulk or commercial quantities.

Refer queries relating to disposal of commercial quantities of recyclables to private contractors.

Give a hoot, don't polute!

Or Nancy



Additional resources:

For definitions of commercial waste, please visit www.tr.qld.gov.au/waste

PlanetArk also provides information for businesses https://businessrecycling.com.au/

CHAMBER UPCOMING EVENTS

January

28 Business@Dusk hosted by USQ

February

- 12 Donaldson Law & Toowoomba Chamber Special All-Day Event
- Business@Dusk hosted by BEST Employment and Catholic Care Services
- TBC Blokes in Business BBQ

March

Business@Dusk hosted by Grand Central

TBC Members Only Event

Keep an eye on the Chamber website and social media channels for further information about Chamber events closer to the dates.

OUR VALUED Sporsons

Foundation Partner.....



Platinum Sponsors



<u>Heritage Bank</u>

Gold Sponsors.....























Media Partner.....

Podcast Partner.....







With more than 80 meeting venues, a choice of 2000 accommodation rooms and lots to do outside the classroom, it's no wonder companies are looking to hold their next big event in South-East Queensland.

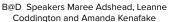


E: conferences@toowoombachamber.com.au P: Anna on 0456 967 614

Business@ USK

SEPTEMBER B@D USQ STUDENT GUILD | OCTOBER B@D TAFE QLD | TOOWOOMBA CHAMBER AGM AT PICNIC POINT WOMEN IN BUSINESS BREAKFAST AT CLIFFORD PARK | NOVEMBER B@D SOUTH CENTRAL APARTMENTS - BERNOTH PROPERTIES AND LJ HOOKER







B@D at USQ Student Guild with drummers setting the tempo



B&D at the USQ Student Guild



Chamber AGM underway



B&D at South Central Apartments - Bernoth Properties and LJ Hooker



B@D at TAFE Toowoomba



B@D TAFE guests



B@D TAFE panel



Representing RSM L-R Sharon Baldwin, Sharon Palmer and Kristell Stark



L-R Myf Rigby, Todd Rohl, Kiron and Jassy Barui and Harrison Humphries

It's Time to Sparkle - Women in Business Breakfast at Clifford Park

After a tough year for many businesses it was refreshing to hear from the vibrant and inspirational Kiron Barui and learn a little about her journey in business which includes Wearing Memories, Royal Riviera and Niko and Okin.

39





BUILD YOUR WINNING TEAM
THROUGH STRATEGY, LEADERSHIP
AND PEOPLE PRINCIPLES.