# BUSINESS

Presented by Toowoomba Chamber of Commerce



Business Excellence Awards • Story Fresh • The Real Impact of Payroll Tax



Tourism Darling Downs is a new commercially focused tourism organisation with twin goals to develop and promote our region to visitors: this in turn will bring greater prosperity to the region.

VISITDARLINGDOWNS.COM.AU or call 1300 DARLIN



### What is an Employee Assistance Program?

The Employee Assistance Program (EAP) is a confidential, short-term counselling service to assist employees with work or personal issues impacting on their personal wellbeing, work performance and team morale.

### Why have an EAP?

The primary aim of an EAP is to ensure the mental health of employees so that they can consistently contribute to the growth of the organisation. By providing preventive and proactive interventions, we can identify and/or resolve both work and personal problems that may adversely affect performance and wellbeing.

EAPs cover everything from family-related stress, grief, parenting challenges, depression, anxiety to work related issues (including adjusting to change, bullying, trauma, managing conflict).

### Benefits of an EAP include:

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

\*Excluding GST. Terms and conditions apply. Refer to website.

**Business Excellence Awards** 



### **PROVING THAT** I CAN DO IT

### IS JUST AS VALUABLE AS GETTING MY MBA

**READ JAMIE'S FULL STORY** AT USQ.EDU.AU/FEARLESS/JAMIE

### FIND KNOWLEDGE **DISCOVER BELIEF**

With over 700 professional development courses to choose from, USQ can help you upskill, re-skill, or explore a passion in as little as six months.

**HUMANITIES AND** 

Paramedicine

Advertising

Anthropology

Archaeology

**Professional Studies** 

Accounting and Commerce Aviation **Business Economics** Finance **Human Resource** Management **International Business** Management and Leadership Marketing **NDIS Studies** 

### **CREATIVE ARTS**

**Project Management** 

**Sustainable Business** 

**Tourism and Events** 

Management

Film, Television and Radio Music Theatre Visual Arts

Adult, Professional and Workplace Learning **Applied Linguistics** and TESOL **Career Development** Early Childhood **Education Leadership Guidance and Counselling** Health and **Physical Education** Middle Years **Primary Education** 

#### **ENGINEERING AND BUILT ENVIRON**

**Secondary Education** 

Special Education

Agricultural Engineering **Civil Engineering** Construction Electrical and **Electronic Engineering Engineering Management Environmental Engineering** 

Geographic Information

Psychology Mechanical and Rural and Mechatronic Engineering Remote Health Mining Engineering **Sport and Exercise** 

**Power Engineering** Structural Engineering Surveying Urban and

### **HEALTH AND**

Nursing

Regional Planning

**Behavioural Science** Communications Alcohol and Drug Studies and Media **Public Relations** Laboratory Medicine Creative Writing Child, Youth and Family **Editing and Publishing Clinical Practice English Literature** Community Health **General Studies** Gerontology History Health Leadership **Indigenous Studies Human Services** International Relations Journalism Mental Health Language and Culture Midwifery **Legal Studies** 

**Computer Systems** Engineering Computing Information Technology

#### **LAW AND JUSTICE**

Law

#### **SCIENCES**

Agricultural Science Biology Chemistry **Environment and** Sustainability **Food Science** Mathematics and Statistics Physics and **Physical Sciences** 

Information Systems

**Applied Climate Science Applied Data Science** Wine Science

#### **APPLY NOW**







### Contents



Heritage Bank - Toowoomba's Best p9

Heritage Bank

People first.

















www.toowoombachamber.com.au

6 TOOWOOMBA BUSINESS JOURNAL TOOWOOMBA BUSINESS JOURNAL



### President's Welcome

It is my pleasure to welcome you to Chamber's first edition of "The Business Journal". This will be a bi-annual publication created by the Toowoomba Chamber of Commerce to shine the spotlight on our local business community. "The Business Journal" will be filled with information and articles relevant to Toowoomba businesses and aims to create discussion on many of the issues, opportunities and challenges facing our local businesses.

Our first edition showcases the 2017 Heritage Bank Business Excellence Awards, as well as a number of other business aspects including a world class solar energy project completed in partnership with our very own USQ. We also feature key issues deserving of consideration in the current state election such as payroll tax and a snapshot of our local economy. Connectivity is a key theme for this edition with air and rail infrastructure explored and we have also included comment on emerging opportunities such as the NDIS rollout. I hope that you enjoy the gallery of images capturing some of you who have participated in the fabulous Chamber targeted networking events we have held throughout the year as well.

I would like to thank the local businesses who have supported not only our Chamber but specifically our first edition of "The Business Journal". Thank you to our sponsors and to those businesses who jumped at the opportunity to advertise in this first edition of "The Business Journal". We intend to grow and mature our publication over time and would welcome your input for future publications. We have a diverse, strong economy very worthy of showcasing and our aim is to develop a communication piece that supports and promotes the Toowoomba business community. I hope you enjoy this edition and I encourage you to use "The Business Journal" to promote your own business – it is available in both hard copy and electronically for your convenience.

I am proud of our first edition of "The Business Journal" and I commend the publication to you.

Yours sincerely,

Jy Mingay

Joy Mingay
President
Toowoomba Chamber of Commerce



#### Proud Sponsors

















### CEO's Message

#### Toowoomba Chamber of Commerce - taking care of business.

The 116-year history of the Toowoomba Chamber of Commerce has been strongly aligned with the commercial and cultural development of the City of Toowoomba. Although Toowoomba was declared a municipality in 1860 and the Chamber was not formed until 1899, it was about then that the fledgling municipality was showing signs of becoming one of the most important inland centres of commerce in Queensland.

Business leaders back then saw the need for a coordinated approach to authorities to ensure Toowoomba was not overlooked in the fight for services to rapidly growing outposts north and west of Brisbane. Today this business representation is just as important as ever.

Here in our community, the Toowoomba Chamber of Commerce seeks to create an environment where business and entrepreneurial spirit can grow and thrive.

Our Chamber is inclusive. Whether your business is large or small, whether you are male or female, young or old, you have a place in the Chamber membership. The Toowoomba Chamber of Commerce provides a platform for Toowoomba businesses to build networks and share information.

The Toowoomba Chamber is an advocate for its members. We provide a vehicle through which businesses can have a say in shaping the future of their business community. This vehicle has a national and international brand – value which you cannot put a price on.

Representatives from all levels of government look to Chamber to provide advice on policy issues affecting the Toowoomba business community.

The Toowoomba Chamber provides membership and events which are affordable ensuring all businesses can access and be part of this community of commerce.

I hope you enjoy our first edition of The Business Journal and I would encourage you to get involved in the Toowoomba Chamber of Commerce business community.

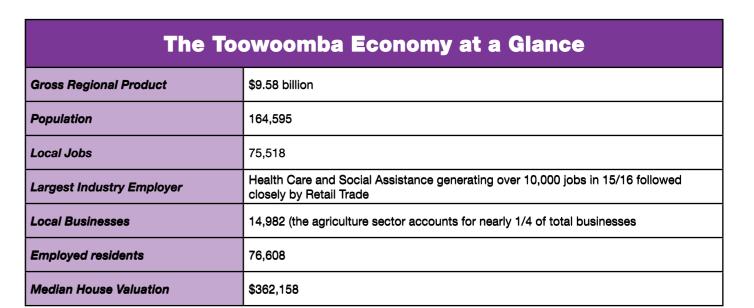
Yours sincerely,

Degais

Jo Sheppard

CEO

Toowoomba Chamber of Commerce









### Heritage Bank is delighted to have again sponsored the Toowoomba Chamber of **Commerce Business Excellence Awards in**

The program is a valuable catalyst for the region's business leaders in generating new ideas and new ways to improve their operations. We have many savvy and inspirational business leaders in the Toowoomba region. The Business Excellence Awards showcase those leaders and generate a positive buzz throughout the whole business sector. That's why we continue to support the program and the region's business community. I'm sure everyone will enjoy reading those local stories of success in the Business Excellence Awards feature

Congratulations must go to the Chamber of Commerce for their leadership in launching this new business journal. Innovation is vital for every business. The Chamber is demonstrating innovation through this new approach to generating discussion and information about key business issues in the Toowoomba region. I'm sure it will become a must-read for local business leaders.

Innovation is also top of mind for everyone at Heritage Bank. From the outside, the banking world might seem pretty staid and uneventful. But it's actually an industry sector undergoing rapid and far-reaching change. The relentless rise of digital technologies is transforming the way people carry out their banking. Instead of going to a physical branch to do our banking, most of us are now doing it on our phones. That's exciting for us because it opens up opportunities for Heritage to help customers around Australia from our base right here in Toowoomba. Capitalising on those opportunities will require us to be even more innovative and agile. Our staff definitely have the skills and the mindset to do that, as demonstrated by a couple of exciting innovations we've recently introduced.

One is our wearable payment band, the HOVA, which has recently been launched to customers. It's the first wearable band in Australia to link directly to a customer's Visa debit card, so you can make payments from your transaction account with a simple swipe of your wrist.

Another is our use of robotics in our payment processing area. We've been able to trial robotics software to automate mundane payment processing activities that used to require a lengthy manual process - freeing up staff to do more interesting and rewarding activities.

We live in a fantastic region, filled with amazing possibilities and limitless potential. It's great to see us all coming together as a business community that supports each other in championing the innovation we all need for sustained success





People first.

Talk to us today. Call 13 14 22 or visit heritage.com.au

Conditions, criteria and fees apply. Heritage Bank Limiter ABN 32 087 652 024 AFSL and Australian Credit Licence 24098



Hutchinson Builders

Hall of Fame Inductee for 2017

proudly sponsored by

Toowoomba Chamber of Commerce Left to Right: Rob Weymouth & Nick Barker



Sunrise Way

Overall Category Winner in Community & Not-For-Profit

proudly sponsored by CatholicCare Social Services Left to Right: Wendy Agar, Cheryl Calder, Trevor Horsnel & Carla Canning



Peters Coaches

**Overall Category Winner in Tourism** 

proudly sponsored by

Toowoomba Regional Council

Left to Right: Dane Bliesner, Russell & Noelene Peters, Emily Moon, Cheryse Bliesner & Brock Tuesley



**Overall Category Winner in Hospitality** 

Left to Right: Dan & Edwina Farquhar, Stephanie



**Overall Category Winner in Retail** 

proudly sponsored by
BEST Employment
Left to Right: Barbara & Alex Burrell



Focus HR

The Finch

Master Hire

proudly sponsored by

Christodoulou & Sue Major

Overall Category Winner in Professional Business

proudly sponsored by TAFE Queensland

Left to Right: Alisa Panzram, Naomi Wilson, Shaylene Harth & Dave Adams



Toowoomba Bearings & Hydraulics

**Overall Category Winner in Industry** 

proudly sponsored by
Russell Mineral Equipment
Left to Right: David & Karen Burrows





### - STORY FRESH -

### Heritage Bank 2017 BUSINESS OF THE YEAR

Story Fresh is a family owned and operated fourth generation grower/processor business that specialises in the year-round production of ready-to-eat leafy vegetable products. It operates three farms across the Darling Downs and Lockyer Valley with its processing plant at Cambooya.

The business has evolved through the family generations from a fresh market orientated farm, to the first specialised grower/processor of leafy vegetable products in Australia. Today, Story Fresh grows crops specifically for processing. With a deliberate



focus on Fresh, the staff cut, cool, process and ship in 24 hours, underpinning Story Fresh's unique ability to consistently deliver a first class quality product.

Significant capital investment in agronomic technologies and extensive postharvest cooling facilities has been required, in conjunction with the unique geographical location in South-East Queensland. Story Fresh is totally focused on developing a strong brand following for Premium Australian Salads – from the farm to plate, both domestically and internationally. With the new international freight capable airport at Wellcamp in close proximity, Story Fresh is now working on building the type of capacity necessary to service Asia on a daily basis.

Story Fresh is very proud of the reputation it has developed with the help of its staff over the past 40 years. The 100 strong workforce is specialized and highly skilled, ensuring the nursery, field, transport, factory, workshop and administration operations run efficiently each and every day. With the hardworking and operational nature of Story Fresh, cultural fit is highly valued to ensure long term success. There are a number of long term staff in senior positions, with the longest serving staff member achieving 40 years of service. The workforce is highly multicultural, with a rich blend of local and international contributors.

Story Fresh has a long history of investing in leading edge

growing and processing technology to continuously improve productivity, increase food safety and maximise international competitiveness. Vertical integration gives full control of the supply chain and the ability to respond immediately to changes in orders, freight schedules, and contingent supply requests due to managing from seed to transport on a day-in, day-out basis.

We, at Story Fresh were very humbled and delighted to have won such a prestigious award. Our dedicated team has excelled in this ambitious journey we have started. The future will undoubtedly bring more hard work, but we, at Story Fresh are tremendously excited about the road ahead.





As a local business itself, Toowoomba Wellcamp Airport understands the challenges and triumphs of doing business in a regional area. Enabling local people to access global opportunities through better connectivity, remains a core business objective for the Airport.

Bringing business partners or managers from major cities closer to your operation on the Darling Downs has never been easier. When you choose to fly Wellcamp and recommend your colleagues to do the same, you are choosing to support local.

Toowoomba Wellcamp Airport will celebrate its third birthday this November and in a relatively short space of time the Airport has significantly changed the way the Toowoomba Region can do business. Direct access to the region by air is supported at the Airport by all major car hire companies, taxis and a door-to-door shuttle service by Peter's Coaches that meets every arriving flight. This means that you don't have to sacrifice four hours of your business day to collect someone from the airport for that important site meeting.

The Airport offers the Toowoomba and Darling Downs region business traveller, a perfect location from which to access major business markets both nationally and internationally through over 80 direct flights per week. The experience of travelling to the airport, parking, check-in, security screening and access to boarding gates is far more efficient than a big city airport.

With the construction of the Toowoomba Second Range

Crossing well underway and the Federal Government's announcement that the inland rail route from Melbourne to Brisbane would pass by Wellcamp Airport, the trifecta of road, rail and air will place our city on the radar of many investors.

The Airport is located within Australia's two most productive agricultural regions and an hour and a half from Brisbane. This offers access to cargo opportunities for airlines and provides efficiencies for exporters. Cathay Pacific is Wellcamp Airport's first international cargo carrier, operating a weekly flight from Wellcamp to Hong Kong using a 747-8f freighter. These services represent not only the Airport's first business services export (landing fees and handling for a foreign carrier), but facilitate the growth of Queensland exports. The Airport's ability to operate as an international cargo hub connects Australia's leading primary producers and processors with growing consumer markets across Asia and greater China.

There may be a lot of remarkable achievements behind and significant opportunities ahead, but continued support for the current services on offer, is key to Wellcamp's future growth. The team is actively involved in campaigning for more air services, but it does remain an airline's decision as to where and when routes might expand. Continued support for the existing services from Wellcamp Airport is a key driver in stimulating growth opportunities for the future.

To ensure that Toowoomba's own Wellcamp Airport grows well into the future, the continued support from TCOC Members is appreciated. Use the #LocalLove hashtag when you check into the Airport as your Facebook Business page and share why you choose to fly Wellcamp.





### Quick-look timeline of Toowoomba Wellcamp Airport milestones

2012-2014: Airport is constructed over 19 months.

2014: Operations commence (22 Qantas passenger services p/week to Sydney)

2015: AAA Large Regional Airport of the Year Winner

2015: AAA Airport Innovation & Infrastructure Development Award Winner

2015: Cathay Pacific first freighter flight. First international flight.

2016: Qantas first international passenger flight.

2016: Cathay Pacific commence scheduled cargo operation.

2016: Australian Government includes Wellcamp Airport in the Regional Package as a Regional International Gateway

2016: Restricted Use International Designation granted by the Australian Govt.

2017: Currently Australia's fastest growing airport with 80 passenger services per week and 1 international air freighter.

September 2017: Finalist in the Premier of Queensland's Exporters Awards (Category: Regional Exporter)

Recruitment Solutions
Pre-employment Training
Support & Monitoring
Financial Subsidies
Work Experience
Internships





Contact BEST Employment on 07 4659 3900 or visit us at 12/28 Bell St, Toowoomba



### DO I NEED

### A FREIGHT FORWARDER?

### This is a question on everyone's mind at the time they decide to either import or export globally or locally. And the answer really is YES!

Importing and exporting are key components for many profitable and productive businesses. The forwarder's skill set involves handling the regulations, paperwork and processes with international trade. They have the expertise, contacts and understanding at either origin or destination.

A freight forwarder can save you time and additional problems whilst providing transportation of your products at a competitive price. A freight forwarder is an asset to any company dealing within global or local transportation of goods and international shipping procedures.

At ONE GLOBAL LOGISTICS Toowoomba (OGL Toowoomba), our aim is to ensure clients can focus on their core business and leave the freight side of things to us. Our clients are diverse and every client regardless of size is important to us. Whether their business is in the energy sector, textiles and clothing, furniture and home-wares or agricultural machinery our clients are the specialists in each of their given industries

and we take the headache out of freight by providing global and local solutions.

Some clients are new importers or exporters and require guidance through government regulations, overseas origin or destination requirements and terminology. Others are medium to large businesses that are experienced at importing and exporting but need OGL to value add and rationalise their current supply chain. No two supply chains are the same, therefore we have to be flexible with our solutions and look for continuous improvement.

As OGL is based in the Toowoomba CBD we understand what is happening in the community around us and are easily able to adapt and respond to particular last minute client requests or requirements. We are also able to go and have a look at machinery being loaded or unloaded to/from a container.

OGL is one hundred percent Australian owned and tailored to the Toowoomba/Darling Downs/Surat Basin regions. Our number one priority is the clients that do business in these areas.



### International Cargo Care

The Branch, 6 Ann Street
Toowoomba Qld 4350
Telephone: 07 4639 2953 | Mobile 0432 535 098

Providing Professional and reliable, Global Forwarding and Local Supply Chain Optimisation
To Toowoomba and Regional QLD clients .

Value Added Services for Continuous Improvement

100% Australian Owned & Operated located in Toowoomba

Toowoomba Based | International & Domestic Freight Forwarding | Customs Brokerage Services



### Residential Real Estate in all Suburbs Rural Real Estate - Valuation - Off Market Transactions

Locally owned by two Darling Downs families, Webster Cavanagh provides a genuine alternative to the corporate real estate groups. Our Team has extensive experience in sales throughout Toowoomba and the Darling Downs. As a boutique agency, we specialise in comprehensive service, keeping up to date with changing markets and building and maintaining strong relationships with buyers and sellers to best match their requirements.

We work hard to get the results you deserve.



Andrew Webster grew up on the Darling Downs and started Webster Cavanagh to provide Toowoomba residents with a boutique agency with a focus on exceptional service, knowledge and going the extra mile for his clients. He has a genuine focus on relationships and builds trust and rapport effortlessly whilst making sure all clients are serviced to the best of his ability.

Mobile: 0477 589 758 awebster@webstercavanagh.com.au



Having moved to Toowoomba from rural NSW, Jacqui Eather brings with her an extensive knowledge of interior design and a focus on service and building relationships. With her broad knowledge base and genuine interest in property and people, Jacqui excels in any transaction.

Mobile: 0409 475 116 jether@webstercavanagh.com.au



Amy Makim has more than 20 years' experience working toward successful outcomes for her clients and brings with her a wealth of knowledge in sales and marketing to the Webster Cavanagh team. Amy's warm, authentic and confident nature makes her a valuable asset when selling a home

Mobile: 0400 018 849
amakim@webstercavanagh.com.au



Having previously been involved for over a decade in his own family farming business, Michael Tomlinson understands the intricacies of rural property transactions and his experience helps in facilitating and negotiating.

Mobile: 0428 545 396

mtom lins on @webster cavanagh.com. au



### **Autonomous Energy**



### **OUALITY**

THAT LASTS

### **SAFETY**

FOR YOUR PEACE OF MIND

### **PERFORMANCE**

FOR THE BEST RETURN ON YOUR INVESTMENT

### **SOLAR PV LED LIGHTING BATTERY STORAGE**

Established in 2003, Autonomous Energy is a national provider of turnkey solar PV and energy efficiency projects. With in-house design, engineering and project delivery capabilities, we ensure end-to-end quality control for a successful project outcome.

**CALL US NOW** 1300 797 652

### **UNIVERSITY OF SOUTHERN QUEENSLAND PROJECT WINS THE**

### **NATIONAL CLEAN ENERGY** COUNCIL **AWARD**



The 1,100kW solar carpark shading system at University of Southern Queensland (USQ) has won the Clean Energy Council's (CEC) national award for the best solar design and installation. Installed by Autonomous Energy on the university's main carpark, this is the largest solar carpark in Australia. The project was recognized for its innovative design and the high quality of the installation. There will also be an additional 1,000kW of solar power installed on several rooftops across the university campuses, the combined carpark and rooftop installations total to a 2,100kW system, that will provide USQ with substantial energy savings for decades to come.

As solar PV systems have an estimated life of more than 25 years, it was crucial that this installation was undertaken with a strong focus on quality, safety and performance. After a thorough national procurement process undertaken by USQ, Autonomous Energy was chosen as the most suitable company to deliver this unprecedented project to the university's high standards. "Our goal is to first provide the client with a functional and safe carpark as per the Australian Standards and then custom design a solar PV system around it. We pay special attention to the unique layout and traffic flows of each site to ensure the most convenient operation of the facility and maximum solar electricity generation", says Matthew Linney, Engineering Director at Autonomous Energy. As a result, several off the shelf designs were rejected because they were either unsafe for this carpark or meant that USQ would have lost over 45 car spaces to accommodate the structure's foundations.

These considerations resulted in a unique design that was custom fabricated locally in Toowoomba. There were over 30 local jobs created during construction at the worksite and several Toowoomba based suppliers were used for provision of construction materials and equipment. "We were very pleased with the quality of local talent available for this

project. Combining our expertise in design, procurement and project management with this local Toowoomba knowhow has resulted in a very successful outcome for us and our client and a great template for future solar projects in the region", says Mark Gadd, Managing Director, Autonomous Energy.

The local and national impact of this project has been significant. It has already become a landmark for the university, with visitors and students using the solar carpark for directions and it is also an inspiration for several upcoming carpark projects nationally. As a booming regional growth centre, this award shows important recognition of the Toowoomba's commitment to sustainable development and with rapidly increasing electricity costs, the case to invest in such projects is turning out to be a no-brainer for local businesses. Payback periods for the up-front cost of installing solar power are likely to be within 3-5 years and leasing the system will create a cash flow positive project from the first year (i.e. the savings in electricity cost will be higher than the lease payments from day one and until the system is paid off). Therefore, it is possible to use your current electricity budget to pay for a solar installation and save some money at the same time.

Due to record high electricity prices, record low solar equipment cost and low interest rates, 2017 has been a bumper year for solar PV installations. "The conversation has completely changed now", says Bir Riar, Head of Client Solutions at Autonomous Energy.

"Business owners are coming to us with a clear sense of urgency about taking action to get their electricity costs under control and by using a combination of solar PV and energy efficiency measures, we are successfully delivering 30% to 80% reduction in grid electricity consumption for them routinely", says Riar.

#### ADVERTISEMENT



New Acland mine has been part of our community for over 15 years – they do a great job of land rehabilitation.

If it closes, hundreds of existing long-term jobs will be lost, local businesses will close and Oakey and surrounding towns will suffer.

Imagine this happening to your home town.

VOTE TO PROTECT LOCAL JOBS

saveregionaltowns.com.au

Authorised by L.Beath, Brookwater, Qld 4300

## Attracting and retaining talent during periods of low wage growth

While trend and seasonally adjusted Wage Price indexes for Australia both rose 1.9% through the year to the June quarter 2017 [Source: Australian Bureau of Statistics], wages growth remains at a 20 year low. Not unrelated, one would think, is the fact that the seasonally adjusted estimate for Australian Company Gross Operating Profits fell 4.5% in the June quarter 2017 [ABS].

Many employers don't currently have the capacity or confidence to significantly increase their payroll expenses. How then are they to attract and retain the key talent they require for their business to prosper?

While there is a multi-faceted answer to this, the need for the business to develop a reputation as an employer of choice is key. This need not incur significant direct expense and should become 'business as usual' for a high performing business.

Being an 'employer of choice' is not so much about offering perks (e.g. gym memberships) but more about the 'word on the street' being that the business is a great place to work. Again, this does not mean that employers need to race out and purchase bean bags for the office and pool tables or pinball machines for the lunch room! The focus should rather be on providing satisfying work, an engaging work environment and ensuring that leaders 'walk the talk'.

People are innately purpose driven. That is, achieving a

purpose, and gaining the sense of achievement that flows from that, is what motivates people. They are not machines that perform on demand, so long as they have fuel. The lack of money can be a de-motivator (we all need fuel), however, endeavouring to motivate people through purely monetary incentive does not typically provide sustainable motivation.

It is up to management to set the scene for all members of the team to understand (and achieve) their purpose and how it relates to the business's purpose. In turn, this requires people to have the requisite levels of authority, clarity regarding how their performance is measured and to be held accountable for their performance.

Other important considerations relate to ensuring clarity around behavioural expectations and ensuring that workplace leaders consistently and visibly model and enforce those behaviours, engendering trust.

High performers are attracted to, and retained by, a rewarding, high performance culture with all that entails. Pivotal to creating such a culture is a sharp focus on employee engagement, ensuring shared purpose and values, and holding all stakeholders accountable.

Is your business an employer of choice?

\* All information contained in this article is correct at time of publishing

strategy & alignment
professional recruitment
executive & director search
business design & development
performance improvement
risk management
advisory & coaching

business and your people achieve their potential together



4639 4900

TOOWOOMBA BUSINESS JOURNAL
TOOWOOMBA BUSINESS JOURNAL



### InterLink SQ: Delivering Rail Options

Our region talks often of the benefits from Inland Rail – but these benefits are not often quantified or considered in any detail.

In fact, the benefits for the Toowoomba and surrounding regions, do not actually come from "Inland Rail" itself. The lasting benefits will come with the re-establishment of rail freight as a choice for regional businesses and producers in moving their goods to markets, both domestically and internationally via the Port of Brisbane.

Access to rail freight is a common factor in nearly all growing economies. This is particularly evident when looking at our key international competitors, where billions of dollars are being spent in improving rail freight networks and decreasing transport costs for their exporters.

In stark contrast, our region is facing the very real possibility of seeing no freight on rail to the Port of Brisbane as early as 2018/19

This comes at a time when our southern neighbours (supported by funds from State & Federal Governments) are spending hundreds of millions of taxpayers dollars to improve rail modal share and improve supply chain efficiency. They are separating passenger and rail freight lines, duplicating rail freight lines and supporting Rail Port Shuttle operations knowing that the congestion costs, road safety impacts and

the environmental damage far outweighs the investment required to support a commercial rail freight operation.

In our Region, InterLinkSQ is the driving force in reestablishing rail as a viable transport solution before the arrival of the long-awaited Inland Rail.

Critically, there are operational Regional Rail Networks already in existence and owned by Queensland Rail. InterLinkSQ is the only terminal in the region that will provide access to rail services on all of the Western Line (through to Charleville and Quilpie), the South-Western Line (through to Goondiwindi and Thallon) and the upcoming Inland Rail alignment (linking our region to every other mainland capital city for the first time in history)

InterLinkSQ is the region's first dedicated freight intermodal terminal, located at the Northern End of the Toowoomba Enterprise Hub. It provides a key element in the interoperability of freight modes, facilitating the efficient movement from road to rail and rail to road, allowing businesses to take advantage of the cost advantages, volume enhancements and other benefits that rail access provides.

To our credit, our region boasts some of the world's finest, most innovative and productive agricultural and horticultural producers. An efficient transport network is essential for them



to retain and improve their international market share in an increasingly competitive global environment, allowing them to take advantage of a growing number of international Free Trade Agreements.

InterLinkSQ's Rail Port Shuttle service, will provide the transport solution required to drive costs lower, increase capacity of our transport networks to meet tight shipping deadlines, making improvements in our ability to obtain and maintain our place in an ever-increasingly competitive global marketplace.

Each shuttle service will consolidate regional export cargo, carrying the equivalent to 45 B-Doubles, up to 90 x  $20^{\circ}$  shipping containers (TEU's) or around 2,250 tonnes of freight to the Port for export.

It is important for every Queenslander to understand that freight impacts nearly every part of their lives. While freight doesn't vote – those who rely on it for groceries on the shelves, for their internet shopping, for road networks that allow them to get to and from their destinations safely and ontime, do vote. It is time for freight, and in particular, rail freight to be given the priority it deserves or we will all feel the impact in nearly every part of our lives.

For our region, we don't have to wait for Inland Rail, Rail is a solution now that we need to get behind for the benefit of our whole community.



TOOWOOMBA BUSINESS JOURNAL
TOOWOOMBA BUSINESS JOURNAL



Downs Office Equipment & Supplies is a Toowoomba based privately owned Company that commenced business in 1962 as a manual Typewriter sales and service business.

Today Downs Office employs a staff of 55, and supplies Toowoomba and South West Queensland with a range of products such as Print Equipment (photocopiers), Office Supplies and Furniture, Cloud Computing and other office equipment.

## The **REAL** Impact of Payroll Tax

For many small businesses payroll tax first presents itself as an unanticipated cost of expanding their workforce and a barrier to business growth.

Originally introduced in 1941 by the Federal Government to fund child endowment, payroll tax has been under the control of the States since 1971 and now contributes a significant slice of the state revenue collections.

#### How does it work in Queensland?

Payroll tax is imposed on business payrolls above certain thresholds. In Queensland the threshold is currently \$1.1 million and the rate of tax is 4.75%. The tax is phased in by way of a deduction system until the point is reached (\$5.5 million) where the tax is applied to the entire payroll.

For example, a business with an annual payroll of \$2,000,000 would have an annual payroll tax liability of \$53,437.50.

Payroll for these purposes is a defined concept of 'taxable wages'. In addition to the obvious inclusions of salary and wage type amounts, the concept was expanded over time

to include superannuation and non-cash fringe benefits. The labour component of certain contractor payments should also be included and is often forgotten by many businesses.

Grouping is an important feature of the system, which applies to group different businesses together based on common control and common employees. Those rules are complex and require particular care to apply correctly.

#### The impacts

Many local small businesses, like that of Downs Office Equipment & Supplies, view payroll tax as a "penalty for employing staff" where they could be using those same financial resources to grow their workforce.

Economic theory would argue that in the long run the cost of payroll tax should fall upon workers as lower wages or consumers in the form of higher prices.

However, in the short run and often due to other economic forces at play, it is businesses that find they are the ones bearing the burden of the tax.

Businesses have responsibility for the primary tax liability and when a small business first enters the payroll tax system they are not able to easily adjust their cost structures or renegotiate employee wages. Additionally, those businesses paying payroll tax will be competing for labour supply against businesses that are not subject to payroll tax and will be forced to meet the market for wage levels.

For so long as business bears the cost burden, it is notable that there is no requirement for the business to be profitable to be liable for the tax, only that its payroll be above the threshold. This can place significant strains on their capacity to pay the tax.

In summary, the payroll tax cost burden and added compliance costs acts as an incentive for businesses to remain smaller than the payroll tax threshold. This can become an undesired barrier to growth.

#### **Avoiding common errors**

Small businesses should seek advice to ensure they avoid many common errors in payroll tax reporting. These may include failure to register when needed or omitting certain contractor payments. However, it may also include missing out on various exemptions that can apply. For example, certain payments to apprentices or contractors may be exempt from payroll tax.

William Laird - Director, Business Advisory

RSM Australia Pty Ltd. Liability limited by a scheme approved under Professional Standards Legislation.

Cutting through the complexity

We combine our local knowledge and global expertise to provide trusted solutions to complex problems.

Speak with one of our tax experts today





Director, Business Advisory
51Hill Street
Toowoomba QLD 4350

T: 07 4688 4000

THE POWER OF BEING UNDERSTOOD AUDIT | TAX | CONSULTING

rsm.com.au/toowoomba



Early days but the NDIS presents a range of business opportunities worth considering The introduction of the National Disability Insurance Scheme (NDIS) will bring to the Toowoomba region a growth in disability funding and a consequent growth in jobs and business opportunity.

Not only will disability funding in the region grow from \$140m a year to a forecast of \$290m a year but individuals with a disability will be in control of that funding. They will have choice over what they buy and from whom they buy it. This reform has the potential to bring to the region a range of business opportunities not previously thought possible.

More people will have more money to spend. An increase in the number of people with a disability receiving funding will rise to about 6600, an increase of 94% on current numbers. Once the scheme is fully implemented it is possible that the equivalent of an extra 1000 new full time jobs will be created providing goods and services to an increasingly sophisticated group of consumers.

Each quarter the National Disability Insurance Agency (NDIA) releases their report on the progress of the NDIS in Australia. From this report business can gain an understanding of the types of services people with a disability are purchasing, the number of people with an approved plan in the scheme and the profile of participants. For example 35% of all participants are people who have as their primary disability an intellectual disability. At this stage in the roll out funding packages for people with an intellectual disability range from between \$60,000 and \$80,000 per year. As an aside 62% of all participants in the scheme are male.

There is a significant increase in the numbers of businesses registering for the NDIS, many of whom are sole traders. With the opportunity for people with a disability to manage their own funds business is becoming increasingly aware of the new opportunities that are emerging. These businesses understand that the person with a disability is at the centre of their service and that quality is what will differentiate them from others. These businesses are providing a range of goods and services that are as diverse as, providing household tasks, vehicle and home modifications, personal training, therapeutic supports and plan management. As people with a disability explore the potential of the NDIS this range of services will grow to meet that demand and become increasingly more responsive to

people's needs.

Business leaders understand that at present the NDIS is a highly regulated market where prices are determined by the NDIA. However it is unlikely to remain so. At the same time the NDIS is still in the early stages of implementation in Queensland. Numbers of participants entering the scheme is slower than anticipated and, as expected for such a new scheme, people with a disability are considering carefully their options

However even at this early stage of implementation, where the market is still developing, there is plenty of room for agile and progressive service providers who clearly understand the risks associated with a developing scheme.

For more information the NDIA website or the Department of Communities website are good places to start.

Richard Nelson National Disability Services State Manager Queensland



### CHAMBER NETWORKING EVENTS

Business @ Dusk TAFE Qld







**Business @ Dusk University of Southern Queensland** 





#### **Business @ Dusk West Star Motors**





Business @ Dusk Preston Peak





**Business @ Dusk Central Plaza Apartments** 







P: 1300 602 902 | 07 4634 0411 F: 07 4634 0422 A/H: 0408 201 371



admin@peterscoaches.com.au www.peterscoaches.com.au

#### Business @ Dusk Potters Boutique Hotel







Nexus Chairmans Breakfast







#### Pulse Data Breakfast





Business @ Dusk Blank Space





Meet the VC Breakfast





Budget Breakfast



### BUILDING BETTER BUSINESS Vorkshop Services



PLANNING | STRATEGY | EXECUTION | www.toowoombachamber.com.au | STARTING JANUARY 30TH 2018



# Why join THE CHAMBER?

The Toowoomba Chamber of Commerce is Australia's largest regional Chamber. Our members have access to a great range of benefits and services.

#### **Member benefits:**

- \* Business to Business Marketing
- \* Business Intelligence
- \* Future Leaders

- \* Advocacy & Lobbying
- \* Help Shape the Future

#### Contact us for more details:



JO SHEPPARD
Chief Executive Officer
E: ceo@toowoombachamber.com.au



ANNA MEREDITH
Events, Marketing & Communication Officer
E: events@toowoombachamber.com.au



JOY MINGAY

PRINCIPAL AND
RECRUITMENT MANAGER

PERMANENT RECRUITMENT

TEMPORARY STAFF

LABOUR HIRE

INDUSTRIAL RELATIONS SPECIALIST

HUMAN RESOURCES PARTNER

NDIS APPROVED PROVIDER





Phone 07 4638 3599

classicrecruitment.net.au

92 Herries Street, Toowoomba Q 4350



