

THE BUSINESS

JOURNAL
VOLUME 2

TOOWOOMBA
CHAMBER
OF COMMERCE
& INDUSTRY
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AS THRIVING FOOD POCKET**

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Lease any property from Bernoth Property Group before June 30 and receive a **\$1000** Freedom Furniture Gift Voucher at lease commencement!



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663-675 Ruthven Street, Toowoomba **Bernoth Centre**

- Join other successful Bernoth Centre retailers including Joyce Mayne, Weber, Freedom Furniture, Curtain Wonderland, Mr Toys, Sheridan, BBQ's Galore, Metro Tiles, Abby's Cottage & more
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- The Bernoth Centre offers premium exposure to Ruthven Street and over 250 car parks
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580 Ruthven Street, Toowoomba **James Cook Centre**

- Ground floor A grade offices/retail opportunity positioned in the CBD
- 275m2 floor area
- Opposite City Hall & Toowoomba Regional Council Chambers
- Available to lease now!
- \$71,500pa Net + GST
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- Fit out assistance available



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- Brand new cutting edge architecturally designed medical precinct in Toowoomba's CBD fringe. Anchored by Red Cross, Breast Screen, Better Movement, and True Relationships and Reproductive Health
- Tenancy sizes ranging between 60m2 up to 411m2
- Adjacent to the Bernoth Centre
- On site parking & near a bus stop

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**Development
Commencing Soon!**



South Central **Be Part of What's Next!**

677 - 683 Ruthven Street, Toowoomba

The corner of Ruthven and Perth Street will turn into a thriving commercial hub to complement the existing Bernoth Lifestyle Precinct, which includes the Bernoth Centre & 661 Medical/Allied Health Centre. The development has opportunity for retail, food, office and why not register your interest in a residential apartment now!

To discuss further or to arrange a viewing of any of the properties listed above contact Julie Stewart

0418 700 140 | jstewart@ljht.com.au

Visit the following link on this exciting development | <https://bit.ly/2GYwILx>

LJ Hooker Commercial

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BUSINESS TOURISM



PRESIDENT'S WELCOME

JOY MINGAY - PRESIDENT

Toowoomba Chamber of Commerce

It is my pleasure to welcome you to our second edition of The Business Journal. The Toowoomba Chamber of Commerce produces this publication bi-annually to help promote our local business community and shine a spotlight on some of the challenges and opportunities currently on the table for business.

In this edition we are pleased to showcase the achievements of a number of our innovative, small business members as well as some of the more significant developments that are providing future economic opportunities for the Toowoomba business community.

You will read in the publication that we have launched the business excellence awards for 2018 and I thank Heritage Bank and all of our wonderful sponsors for again

supporting this important initiative and by doing so, getting behind our small business community.

I hope that you enjoy this edition of The Business Journal and I look forward to catching up with many of you at an upcoming Chamber of Commerce event.

Yours Sincerely

Joy Mingay



CEO'S MESSAGE

JO SHEPPARD - CEO

Toowoomba Chamber of Commerce

The Toowoomba Chamber of Commerce is an independent, membership based organization that provides a voice for the Toowoomba business community.

We are currently working with approximately 400 business members to help grow your business. As a Chamber member we are available to advocate on your behalf, we provide around 30 business networking events annually to help build your B2B relationships and we work to promote your business locally and connect you with supply chain opportunities available right here in Toowoomba.

In an increasingly competitive and changing environment, it is critical that Toowoomba businesses have a strong voice taking forward their issues at a local,

state and federal level. Chambers of Commerce have been representing the interests of business for over a century and have a strong network across the state, nationally and internationally.

If you would like to know how you can get the most out of your membership or if you are interested in becoming a member, we at the Toowoomba Chamber of Commerce would love to hear from you.

Yours Sincerely

Jo Sheppard



FEDERAL BUDGET 2018-2019

WRITTEN BY WILLIAM LAIRD DIRECTOR, BUSINESS ADVISORY (RSM AUSTRALIA PTY LTD)

With personal tax cuts being the centre piece of this year's federal budget, there were few surprises for private business. Even so, there are a number of measures announced that will impact on private business.

The measures include:

- **Instant asset write-off:** The immediate deductibility of depreciable assets costing less than \$20,000 GST inclusive, will be extended to 30 June 2019 for small business entities (those with an aggregate turnover of less than \$10 million). From 1 July 2019 the threshold will revert back to \$1,000 GST inclusive.
- **Research and development (R&D):** From 1 July 2018 new rules will limit the cash benefits available under the R&D tax incentive for businesses with an aggregate turnover less than \$20 million. For larger businesses, intensity of expenditure thresholds will apply providing a further restriction on claims.
- **Vacant land:** From 1 July 2019, the costs of holding vacant land will no longer be deductible. This includes interest on loans where the land is not genuinely held for the purpose of producing assessable income.
- **Unpaid trust distributions:** For businesses operating through a trust, it is common for the trust to distribute income to a private company thereby accessing the company tax rate. The ability to pay the distribution to the company is however limited where the trust requires the funds as part of its business working capital. The treatment of such unpaid trust distributions has been a topic of controversy now for almost a decade. New rules from 1 July 2019 will mean that such arrangements fall within the private company deemed dividend rules.
- **Addressing the black economy:** Private business will have a role to play in addressing the black economy. Reforms include a limit of \$10,000 for cash payments to other businesses, no deduction for wages or payments to contractors where you fail to withhold tax, and the reporting of contractor payments within certain industries. This increased regulatory burden will force private business to be more diligent in deciding who they transact with.
- It is also worth noting that phase one of the Enterprise Tax Plan announced in prior year budgets is now in place. This will see:
 - The lower company tax rate of 27.5% become available to more companies, with the turnover threshold increasing from \$25 million (2017-18) to \$50 million from 1 July 2018. However, companies with high levels of passive income should note that proposed changes may retrospectively restrict access to the lower company tax rate, even where the company has some business income and their turnover is less than the relevant threshold.
 - The threshold for small business entities accessing certain concessions (including the instant asset write-off, but not the CGT small business concessions) remains at the increased threshold of \$10 million aggregate turnover.

What should you do?

- Capital expenditure programs can be reviewed in light of the further time available to benefit from the instant asset write-off. Businesses may also wish to ensure their business customers are aware the instant asset write-off is still available.
- Companies engaged in R&D activities should ensure they maximise their claims for this financial year and review R&D strategies after 1 July 2018.
- Businesses that include trusts and companies in their business structure should seek advice on the impact of the reforms to the deemed dividend rules.
- Companies which stand to benefit from the lower company tax rate should review budgets and timing of income against the relevant turnover thresholds.
- Businesses operating in the security providers and investigation services, road freight transport, and computer system design industries should seek assistance with setting up systems so as to easily capture data required for the new contractor reporting obligations.





BUSINESS EXCELLENCE AWARDS LAUNCH 2018

2017 Winners Story Fresh and The Finch on hand to launch the 2018 Business Excellence Awards

The Toowoomba Chamber of Commerce were joined by 60 sponsors and 2017 winners to launch the 2018 Heritage Bank Business Excellence Awards on 28th May officially kicking off the awards program for this year.

The Business Excellence Awards are all about showcasing the very best in business that this region has to offer and promoting excellence throughout the business community. The Toowoomba Chamber of Commerce announced a new category for this year – Future Leader of the Year. The Chamber of Commerce has been running a future leaders program for many years and the introduction of this category provides a great opportunity for the recognition of excellence amongst our future business leaders.

Story Fresh won the 2017 Best Regional Business category and Geoffrey Story was on hand to speak about the benefits his business gained from participating in the awards.

"The awards provided the opportunity for our business to put some thought into where we have come from and what we are trying to achieve in the future. The application process was useful in prompting us to think strategically and evaluate our business through an objective process.

Winning the award was really beneficial to our staff – it was a reward for the hard work of our team and the awards gave us the opportunity to really celebrate our successes.

The Chamber of Commerce has an international brand and winning the award was really beneficial across the global supply chain that Story Fresh operates in giving us enormous credibility simply through Chamber's endorsement" Geoffrey Story explained.

Heritage Bank have been long term partners of the awards and are the major sponsor again this year standing behind their commitment to actively support and encourage a vibrant local business community.

Award nominations open on 18th June with applications opening on 16th July – make sure your business takes advantage and gets involved this year. The gala awards dinner will be held at the Empire Theatre on 10th November.



Gabbinar Homestead and RME supporting the 2018 Business Excellence Awards



Peter Lock CEO Heritage Bank with Jo Sheppard CEO Chamber of Commerce at Launch for 2018 BEA

TALKING ABOUT MENTAL HEALTH IN THE WORKPLACE

One out of four adults and one in five young people are living with mental health issues on a daily basis, affecting our families and our communities on a deep level. It is important we understand how best to support loved ones dealing with the challenges these issues present.

Bringing amazing writers and speakers from all over Australia to Toowoomba on 10 October 2018 – World Mental Health Day – the symposium will provide these writers the opportunity to share their own stories about how mental health affects us as individuals, as families and as a community.

The Toowoomba Chamber of Commerce is proud to support the session titled 'All Work and No Play... How can we improve mental health in the workplace?'



Kim McGuinness spent over 20 years running business networks, training events and mentoring programs and has had the unique opportunity to observe thousands of businesses and the people within them. Since selling her previous business, Network Central, Kim has been mentoring others on how to build extraordinary businesses with brands that truly speak to those they serve.



Troy Morgan is Managing Director and CEO of Willows Health Group; the group includes Willows Health & Lifestyle Centre, Vision Exercise Physiology, Willows Allied Health Suites and Troy Morgan Coaching. Willows Health & Lifestyle Centre won Fitness Australia's inaugural Prize for the Advancement of Excellence in 2013.



Graeme Cowan was instrumental in helping Gavin Larkin to start RUOK? Day in 2009 and is currently an active Board Director of this extraordinary success story. He was recently described by the Australian Financial Review as a "workplace mental wellness expert".



Anna-Louise Bouvier has over 30 years' experience in the wellness field. She regularly consults with organisations such as Optus, the ASX, PwC, CBA, ANZ, Vic Health, Lendlease, the University of Sydney and UTS. She specialises in making complex health science, simple, accessible, and highly engaging.

Lifeline Darling Downs and South West Qld Ltd have been chosen as the beneficiary of this event, with funds raised used to provide free counselling services for anyone in the community who needs it.

Contact Event Organiser Emma Mactaggart at

hello@unleashthebeast.net.au

Phone 0438 990 211

www.unleashthebeast.net.au

SAVE THE DATE: 10TH OCTOBER 2018

Book your tickets now!



Unleash the Beast!

Writing and Wellbeing Symposium



TOOWOOMBA TRENDING AS THRIVING FOOD POCKET

Toowoomba is quickly becoming the foodie capital of South East Queensland. It started with the once dark and inconspicuous laneways being transformed into bustling coffee hangouts. Now we are seeing local wedding venues providing interactive food experiences which is stoking this foodie frenzy. Over the past 5 years, Toowoomba has seen the overwhelming growth of new cafes and restaurants, the ability for locals to source food straight from the farmer and our coffee culture now rivals any Melbourne laneway.

Bustling laneway coffee culture – your next cappuccino is literally around the corner.

Gone are the days when you had to trek across town for a decent cup of coffee. Today, we are spoilt for choice with a bundle of bustling cafes now calling the Toowoomba CBD home. The Finch (www.thefinch.com.au) is a popular spot on Ruthven St with their grind of choice being,

Fonzie Abbott and a cabinet packed with mouth-watering fresh salads. The Finch is also now open for dinner Thursday-Saturday nights.

Food has been taken to the next level with interactive food experiences in demand.

One of the main drivers of this foodie frenzy is that people want to know more about their food. They want to know where it comes from, how it was prepared and most of all they want to be involved in the cooking process. Local wedding venue, Gabbinbar Homestead has recently introduced a live cooking menu to provide wedding guests with an interactive experience. Guests can engage with the chef, learn more about the food which is being prepared and most importantly, taste flavours from around the world right here in Toowoomba. Furthermore, regular markets and food events such as Hampton Food Festival allow our local farmers to shine a

light on the delicious, fresh produce which we have available on our doorstep.

The rise of the foodie blogger – yes, everyone is talking about it.

This flourishing foodie culture is boosted by the abundance of food blogs which are popping up all over town and promoting all things delicious, scrumptious and delectable in the Toowoomba area. The renown website, Dine Darling Downs (www.dinedarlingdowns.com.au) created by Kristen O'Brien beautifully showcases all the cafes, restaurants and dining precincts located on the Darling Downs. It's a great resource particularly for people visiting the area as they can quickly locate all the must-eat spots around town.



Kristen O'Brien and Dine Darling Downs showcasing our foodie culture



The Finch's grind of choice Fonzie Abbott

A BLOOMING SMALL BUSINESS SUCCESS STORY

Blooming Gorgeous opened in 2006 at Grand Central Shopping Centre and in 2012 relocated to their current site on the corner of Herries and Hume Streets in the Toowoomba CBD. This fabulous business is owned by Brett and Sally Harvey who started Blooming Gorgeous with a clear vision in mind.

With 20 years' experience in floristry, Sally was determined to create a brand, a household name and a florist that exceeded expectations in regard to quality of product, customer service and innovation. And together, Sally and Brett have done exactly that!

Blooming Gorgeous is about the experience, from ordering the flowers to receiving the flowers, the flowers are designed and presented the Blooming Gorgeous way. Customers rely on their florist to express an important emotion for them through the gift of flowers and

Blooming Gorgeous take this responsibility very seriously sourcing the very best flowers locally, interstate and overseas. Sally and Brett have built a strong reputation on quality, service and going the extra mile.

A leader in innovation, Blooming Gorgeous were the first florist in Toowoomba to offer online ordering and their business has grown to 11 staff today. Valentine's Day remains their busiest time of year during which time Darling Downs romantics see Blooming Gorgeous working around the clock creating the most special of rose designs.

One of the key challenges for their business is 'online order gathers' which is where you google a florist thinking you are ordering from a REAL florist, but you are actually placing your order with a website business who then passes your order onto a florist to make and deliver the flowers. The website business retains a commission

for the order and often the flowers are smaller than shown on the website and in inferior condition leaving the customer disappointed.

There have been many achievements for Blooming Gorgeous including winning The Australian Small Business awards in 2016 and being named as finalists in 2017 and 2018. Sally and Brett are proud to have successfully created a brand that is recognised across the Darling Downs and Queensland and are ranked as number 1 in sales for Interflora in Queensland.

You can follow Blooming Gorgeous on Facebook and keep up to date with what's on offer for when you need that perfect gift. Congratulations Blooming Gorgeous – you are an inspiration for the Toowoomba business community.

Visit Blooming Gorgeous online:
www.bloominggorgeous.com.au



Blooming Gorgeous Owner Sally Harvey



Miss Blooming Gorgeous

MAKE CHANGE HAPPEN IN YOUR BUSINESS. MAKE IT PERSONAL.

In today's rapidly changing world, your business needs to adapt quickly to survive, let alone prosper.

Whether your business needs to integrate new IT software, or transition through a merger or a restructure, create a shift in strategic direction, or improve systems and processes, it must have the ability to change.

In business we call these major changes projects.

> Every Change is a Project

> Every Project is a Change

When delivering your projects have you ever experienced:

- Your projects going over time – problems sticking to the schedule, budget and timelines?
- Managers and supervisors who resist the changes you need to make happen?
- People who critique the project even though they don't fully understand the project or its outcomes?
- People who say they are on board, but then 'white ant' the process behind the scenes?
- People who won't even entertain the 'new way' of doing things because of how badly projects have been done in the past?

Research shows the number one obstacle to success for major change projects is employee resistance. For an initiative to succeed you need to make change personal. No project can be delivered on time and on budget without people to drive it.

"People can do amazing things if only they are given the chance."

Employees need to feel supported and encouraged to adjust their behaviours so that they can do their jobs differently. If these individuals are unhappy, disengaged or overwhelmed then you are likely to fail. By properly integrating project management with change management you can create a positive foundation for change that will ensure your project's long-term success.

The PROSCI solution

PROSCI is a world leader in change management research. This research drives the PROSCI methodology that supports individuals in the transition process to effectively help them embrace and adopt change. We are accredited PROSCI facilitators which means we are trained in the unique PROSCI approach that offers a broad suite of tools that give you the flexibility to tailor a change management solution that fits your business.

"Since working with SeeChange Consulting, we have gone ahead in leaps and bounds."

Here at Power Tynan we knew we wanted to implement new ideas and create change that would stick and drive our business into the future. To help facilitate that process, we have utilised the services of SeeChange for a number of years through a variety of leadership and change programs. This has resulted in massive change for our business, the greatest result being the 'buy in' and engagement of the whole team as to where we are heading and how we operate our business. This engagement has had a big, positive impact on our bottom line."

Amanda Kenafake CEO, Power Tynan

We will support you to make change happen.



Maria and Tracy, SeeChange Consulting



Tracy Cooper and Maria Nolan
Directors - SeeChange Consulting

Email: info@seechangeconsulting.com.au

Phone: 07 3902 1002

www.seechangeconsulting.com.au

INLAND RAIL – THE SOLUTION TO AUSTRALIA’S FREIGHT CHALLENGE

Inland Rail is a once-in-a-generation project connecting regional Australia to domestic and international markets, transforming the way we move freight around the country. It will complete the ‘spine’ of the national freight network between Melbourne and Brisbane via regional Victoria, New South Wales and Queensland.

This new 1,700km line is the largest freight rail infrastructure project in Australia. It will connect our farms, mines, cities and ports to global markets and will support Australia’s four richest farming regions, provide supply chain benefits and substantial cost savings for producers.

In 2017, the Australian Government selected the Australian Rail Track Corporation (ARTC) to deliver the multi-billion dollar infrastructure in partnership with the private sector.

The Government has committed \$9.3 billion to deliver Inland Rail. Construction on Inland Rail will commence in 2018 building on significant progress made in 2017, including early supporting works. Inland Rail is expected to be fully operational in 2024/25.

On track with Inland Rail

- ▶ Infrastructure Australia identified Inland Rail as a ‘Priority Project’, confirming to the Australian Government its positive economic and financial benefits to regional communities, industry and the national economy.
- ▶ 10-year delivery schedule divided into 13 individual projects across Victoria, New South Wales and Queensland.
- ▶ Concept Assessments completed for 11 projects and more advanced feasibility assessments completed for two NSW priority projects.
- ▶ In formal planning approvals phase for four greenfield projects in Queensland: NSW/Qld Border to Gowrie, Gowrie to Helidon, Helidon to Calvert, and Calvert to Kagaru.
- ▶ Construction commencing on the Parkes to Narromine project second half–2018.
- ▶ By late 2018, the remaining 12 Inland Rail projects will be in formal planning approvals phase.
- ▶ The 126km section from Toowoomba to Kagaru in Queensland, including large-scale tunnelling, will be delivered through a Public Private Partnership (PPP).
- ▶ Hosted 1,500+ stakeholder engagement events and technical workshops with local communities, Indigenous groups, landowners and councils along the Inland Rail alignment.
- ▶ Over 700 land access agreements in place, as at end April.
- ▶ By late–2018, there will be dedicated Inland Rail offices in Sydney, Brisbane, Toowoomba, Lockyer Valley, Parkes and Melbourne.
- ▶ Tony Lubofsky appointed as PPP Director to further develop the PPP planning work already undertaken by ARTC.
- ▶ Richard Wankmuller appointed as CEO Inland Rail in April 2018.

At its heart, Inland Rail is about getting products to consumers more efficiently and safely. The first train is scheduled to operate in 2024-25 and each 1,800m train on Inland Rail will take the same volume of freight as 110 B-double trucks.

Delivering Inland Rail

A delivery schedule has been developed for Inland Rail, including time to obtain all planning and environmental approvals and completed construction.



By 2021

Public Private Partnership (PPP) established and construction commenced on the most technically challenging portions of the alignment.



By 2025

Inland Rail will have double stacking capability along the full Melbourne to Brisbane route and first trains running.



The Case for Inland Rail

ARTC and PricewaterhouseCoopers prepared a detailed economic analysis of the benefits and costs of Inland Rail. We found that:

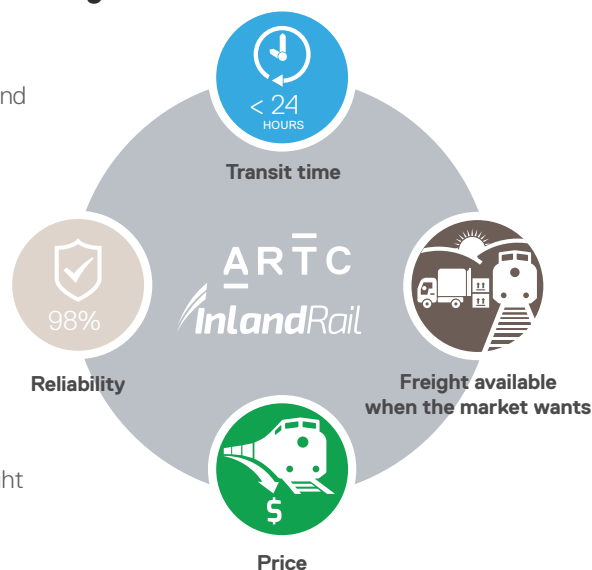
- ▶ With Australia's population projected to increase by 11.8 million people by 2047, productive freight networks, ports and other critical infrastructure are the key to efficient supply chains and to Australia's competitiveness.
- ▶ It is estimated the transport and logistics sectors of the Australian economy contribute 14.5% of gross domestic product (GDP), with Australia's supply chain worth an estimated \$150 billion every year.
- ▶ Inland Rail is projected to increase Australia's GDP by \$16 billion during construction and over its first 50 years of operation.
- ▶ Up to 16,000 jobs will be created during construction and 700 ongoing jobs once operational.
- ▶ Inland Rail has an economic benefit cost ratio of 2.62.
- ▶ Inland Rail offers a decisive step change in capacity, capability and interoperability of the national freight rail system.
- ▶ Inland Rail will intersect the East-West corridor at Parkes better connecting all state mainland capitals.
- ▶ With Inland Rail offering a road competitive service, rail market share from Melbourne to Brisbane would increase from 26% in 2013-14 to 62% by 2049-50.
- ▶ Inland Rail will serve a variety of freight markets, not just Melbourne-Brisbane with significant demand from regional commodities and interstate freight.
- ▶ Inland Rail will be a catalyst for other complementary investments in the supply chain including new multimodal terminals, processing facilities and distribution centres.

Inland Rail service offering

When we started work on Inland Rail we sought input from customers, rail users and other key stakeholders to help us form the Inland Rail service offering.

It is central to Inland Rail and reflects the priorities of freight customers for a road competitive service. It will deliver competitive pricing, 98% reliability, a transit time between Melbourne and Brisbane of less than 24 hours and freight that is available when the market wants.

The service offering is underpinned by the key technical characteristics outlined below.



Inland Rail – Key technical characteristics that underpin the service offering

Train Length	1800m with future proofing for ultimate 3600m train length
Axle Load / Max Speed	21 tonnes @ 115km/h, 25 tonnes @ 80km/h, with future proofing for 30 tonnes @ 80km/h
Double Stacking	7.1m clearances for double stack operation
Interoperability	<ul style="list-style-type: none"> ▶ Full interoperability with the interstate mainline standard gauge network ▶ Dual-gauging in Queensland to provide for connectivity to the Queensland narrow gauge regional network ▶ Connections to the NSW Country Regional Network to provide for standard gauge connections to the ports of Melbourne, Port Kembla, Sydney, Newcastle, Brisbane, Adelaide and Perth.



IS IT SOMETHING IN THE WATER

Is it something in the (award-winning) water? Toowoomba is home to a growing stable of family owned and operated businesses that have found success nationally and internationally. Last year J.J. Richards & Sons joined those ranks. With new operations in the Northern Territory and Western Australia, the company now offers waste management services Australia-wide and in New Zealand, employing more than 2,200 people.

J.J. Richards' expansion story began here in 1962 with the company's first Queensland municipal waste contract to collect rubbish and nightsoil. As the company's home base, Toowoomba quickly became a place where the latest technologies and innovations were brought to market. The first decade saw the introduction of the first front-loading collection truck and the first paper and cardboard recycling service.

The Toowoomba waste contract has been contested and won by J.J. Richards' five times since. Each win the result of a dogged

determination to hold their home patch and by finding new efficiencies through technology. The company introduced wheelie bins to Toowoomba in 1985. The first single-driver collection truck came into service in Toowoomba in 1992 and curbside recycling followed just a few years later. In 2013 J.J. Richards built Toowoomba's first and only waste transfer station, which now diverts 5,000 tonnes of waste away from our city every month, to be used for clean energy generation or recycling.

"Toowoomba was the springboard for everything that followed" said Phil Richards, third generation company director. "And it's home. I grew up here and so did this business that now competes with big multinationals and often wins. We're proud of where we've come from"

The waste industry is entering uncertain times with rapid change affecting recycling and with the Queensland Government committing to a waste levy. These changes will impact everyone in the business

community through higher waste disposal costs.

While the cost of general waste and mixed recycling is expected to rise sharply, diversion of cardboard and organics is a sensible way to limit the impact by removing volume and weight from your waste stream. Materials such as cardboard and food waste won't be subject to a waste levy if they are recycled or reused.

"Our flagship facility in Toowoomba is well equipped to offer the full suite of waste diversion technologies to get ahead of rising costs" Phil Richards explains. "We've continued to invest in new technology and in 2018 that means our customers can prepare for the waste levy by reducing waste going to landfill".

J.J. Richards & Sons will host Business @ Dusk this September during the Carnival of Flowers. Look out for details in Chamber news and on our website.

J.J. Richards
& Sons Pty Ltd

**Providing Total
Waste Management
Solutions**

Prepare for the new waste levy - contact
our waste specialist today!

4634 1062

www.jjrichards.com.au





THE IMPACT OF DIGITAL ECONOMY

Disruption... disruption... disruption. We hear a lot about it and it makes sense when you think about the Ubers of the world, but how is the digital economy really impacting small to medium businesses? Based on conversations we have every day with our clients, we can assure you that it is in ways that could never have been imagined just a short time ago.

Markets have opened and businesses can operate far beyond the geographical boundaries they once faced. However, the reality is that building a digital presence isn't something that you do once and set and forget. Websites have to be updated regularly, they need to be easy to look at on a mobile device and customers expect that businesses engage with them using social media on a regular basis. The 2018 Telstra Small Business Intelligence report found that 62% of customers will stop considering a business if they can't find information

about it online. Simply offering a great product or service is not always enough, businesses need to be active in the digital market to continue to grow.

Access to real time data is changing the lives of business owners. Businesses are able to check in regularly on their performance, using dashboards and up to the minute reporting to enable decision making in real time. With systems in the cloud, businesses have so much more flexibility and are not tied to a desk for their office work. Business owners are able to work remotely, invoice on the spot, pay bills while out and about and with digital storage of documents they do not need to spend the weekend filing papers.

On the downside, there are challenges with working in a digital economy. Simply keeping up to date with changes is hard. The protection of customer information is

paramount and as of February this year, legislation surrounding data ownership and the implications of breaches of this legislation affects many businesses in a serious way. Businesses must have a plan on how to protect themselves and a base level understanding of the risks of cyber security. The risk is real with malicious cyber activity against Australian organisations continuing to increase in frequency, scale, sophistication and severity.

In summary, the digital economy is impacting businesses in more ways than could have previously been imagined. Opening up markets, regions and access to information is helping businesses grow, but it comes with its own set of challenges – the only guarantee we can provide is that change will continue in this digital world we are in.



Annie Smith, Senior Advisor - Power Tynan



JOIN THE MOVEMENT TO ATTRACT MORE AIR SERVICES FOR OUR COMMUNITIES

An innovative campaign designed to support the growth of air services to the Darling Downs region launched on 25 May 2018.

By taking the I Fly Toowoomba Pledge you too can join the community movement to attract more air services to our beautiful region.

You will be pledging to use the services at Toowoomba Wellcamp Airport whenever possible and to tell your inbound visitors about how easy it is to fly direct to Toowoomba!

Support of the flights that we have today for the region, helps us to keep them and supports the Airport's advocacy for more services and more routes. Join others who believe in Toowoomba, the Darling Downs and the rest of our stunning region, and who believe we deserve excellent connectivity for our communities.

With your help Toowoomba Wellcamp Airport can grow air services for an even better connected region.

A business taking the pledge will benefit from a number of co-operative marketing initiatives, which will include:

- 1 x Qantas Business Rewards Membership* (*limited offer).
- Your company logo in 2 x I Fly Toowoomba supporters adverts in the Toowoomba Chronicle.
- Use of the 'From Toowoomba to the World' brand on your company's corporate collateral, email signatures and Social Media channels - let's grow BRAND TOOWOOMBAA!
- Your company logo and 50-word testimonial on why you prefer to fly Toowoomba added to our website for 12 months.
- Professional support and advice on how to maximise value from your business travel spend.
- A dedicated e-News.

- A certificate to display, promoting your role in growing air services for our community.

To become an Individual Pledge partner, simply take the pledge online & submit your 15 second 'I fly Toowoomba because...'. Then sit back and enjoy the satisfaction of knowing that you are helping to grow air services for your community.

Let's grow BRAND TOOWOOMBAA!

**I FLY
TOOWOOMBAA**



Join the growing community movement powered by people who believe in our region, and who believe Toowoomba and the Darling Downs deserves excellent connectivity for our community. Become a local legend and take the I Fly Toowoomba pledge online today! It is free and a fun way to show your support to grow air services for your community! Head to www.wellcamp.com.au and follow the link to **I Fly Toowoomba to take the pledge!**



1511 Toowoomba-Cecil Plains Road Wellcamp Qld 4350
www.wellcamp.com.au @toowoombawellcampairport #fromtoowoombatotheworld



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TO THE WORLD**



AIRNORTH AVIATION MILESTONE

In what is a poignant milestone in Australia's aviation and business history, Airnorth is due to celebrate their 40th anniversary on July the 4th this year. This feat not only cements the airline's position as Australia's second-longest running airline, but our position as a proud Australian-based business since our inception in 1978.

Born and bred in the Top End of Australia, Airnorth prides itself on supporting businesses and regional communities. For 40 years, the airline has contributed to the economies to which it operates to and from through job creation, utilising local suppliers and supporting worthy initiatives for local governments, charities and businesses.

Airnorth's relationship with Toowoomba's Wellcamp Airport began in 2016, with the airline's first direct jet service into Melbourne. This marked the start of a strong and supportive relationship between Airnorth and the Southern Queensland

region. Today, Airnorth operates over 26 flights a week in-and-out of Toowoomba's Wellcamp Airport, offering local residents a convenient alternative to Brisbane Airport. As a proud supporter of the Darling Downs region, Airnorth enables residents to connect to multiple destinations across the country. Whether travelling for business or leisure, Airnorth offers customers a convenient schedule to Darwin, Cairns, Townsville and Melbourne.

Customers are warmly welcomed on board our E170 jet by friendly cabin crew, and receive a full-service experience: complete with 20kg checked luggage, complimentary refreshments, and comfortable leather seats in a two-by-two configuration.

As a codeshare partner with Qantas, Airnorth passengers are also eligible to earn Qantas Frequent Flyer travel points on selected flights across the Airnorth network.

Not only does Airnorth provide safe, reliable and affordable travel to Toowoomba

residents, but also supports various charities, organisations and causes based in the Toowoomba region. In 2017, Airnorth donated over \$63,000 in in-kind donations to a variety of organisations, including: Give Me 5 for Kids, The Business disABILITY Awards, Hope Horizon, Red Rose Fund Inc., Toowoomba Hospice, Tourism Darling Downs and more.

As Airnorth reflects upon an impressive history this year, the airline remains committed to looking forward. As a proud supporter of the Darling Downs region, Airnorth strives to continue to build strong relationships with local businesses and residents within the Southern Queensland region.

To make sure you are up-to-date with all the latest Airnorth news and air-deals, sign up on our website, airnorth.com.au. You can also follow us on Facebook and Instagram on @AirnorthAu.




OPEN FOR BUSINESS

Airnorth connects small businesses to new customers, **departing** Wellcamp Airport.

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WORLD CLASS PROTECTION FOR TOOWOOMBA'S DATA

Toowoomba businesses: how safe is your data?

Local SMEs looking to secure critical business information now have a new, internationally certified and cost-competitive offering located in the heart of the Garden City.

April's opening of FKG Group's \$40 million Pulse Data Centre at Pipe St, Wellcamp has given local businesses access to the kind of world-leading technology previously only available in capital cities.

The first regional Uptime Certified tier III data centre of its kind in Australia, the new centre follows the global trend of having data centres located in regional areas, with access to economical power, land and building costs.

A number of local SMEs have already taken advantage of the new centre to secure and manage their data, attracted by its high level of security as demonstrated by its tier III certification and globally recognised technology products.

For SMEs, relying on their own backups of data or having their racks in the cupboard or servers sitting under their desk is highly risky. Studies show that a majority of small businesses never recover from catastrophic data loss caused by an event such as fire or flooding.

Pulse Data Centre's General Manager, Peter Blunt said the new centre had

attracted national and international attention from businesses large and small, with its benefits of scalability, sustainability and security.

"Businesses of all sizes need to know exactly where and how their data is being stored and that they have fast and reliable connectivity, to access their data as and when they need it," he said.

"The reality is that IT drives your entire business and its safe storage is critical to your business operations. Pulse Data Centre gives Toowoomba businesses the ability to reduce risk, enhance security and gain easier access to their data."

Having welcomed visitors including the Australian Prime Minister, Malcolm Turnbull to the new centre, Pulse Data Centre has helped put Toowoomba on the map as a regional centre of innovation.

"Local businesspeople, larger corporate IT specialists and even the prime minister have commented on the facility's incredibly high standard of security and amazing infrastructure. Anyone looking for capacity in this area should definitely take the time to tour the centre and see first-hand the quality of this world-class data centre here in Toowoomba," Blunt said.

For more information on Pulse Data Centre, visit

www.pulsedc.com.au



NEW REGULATIONS FOR LABOUR HIRE SERVICES

The Queensland Government recently new legislation known as the *Labour Hire Licensing Act 2017* (Qld) (LHLA). The LHLA has been created to regulate the labour hire industry.

Who Needs a License

If you provide *labour hire services* (the provider) to a third party as part of the ordinary course of your business then you need a labour hire licence.

The following persons provide labour hire services (for example):

1. A contractor who supplies workers to a farmer or fruit grower to pick produce;
2. A group training organisation or principal employer that supplies an apprentice or trainee to an employer;
3. An employment agency who on-hires temporary staff to a business.

Exclusions apply. One such exclusion is a person who enters into a contract to carry out construction work, and then engages subcontractors to carry out that work.

Penalties

Fines apply. You can be fined up to a maximum of approximately \$131,000 for an individual (or three years imprisonment) and \$380,000 for a corporation for providing *labour hire services* without a licence.

If I apply for a licence, will I automatically be granted one

No. The chief executive has discretion not to grant a licence to a person (for example), if the person is not a *fit and proper person* to provide *labour hire services*.

What do the Regulations Say

The Regulations provide further guidance as to how the LHLA is to be interpreted.

Importantly, the Regulations identify a number of prescribed classes of worker who will not be a “worker” for the purposes of the LHLA. For example:

- An employee whose wage earnings exceed the high-income threshold, currently \$142,000 per annum, and

who is not covered by an industrial instrument;

- An in-house employee of a provider who is supplied on to undertake work for a third party on a temporary basis on one or more occasions.

If you require assistance with determining the LHA is applicable to your business, then please do not hesitate to get in contact with a member of the CG Law workplace team.

From 16 April 2018, all existing labour hire service providers who provide workers in Queensland, have only 60 days to lodge an application for a licence.

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CHAMBER NETWORKING EVENTS BUSINESS@DUSK



L-R Danny McAuley (Accession3), David Janetzki (Member for Toowoomba South) and Peter Hickmott (West-Star Motors)



L-R Carl Rallings (USQ), Jo Sheppard (Toowoomba Chamber of Commerce) and Steve Price (WestFund Health Insurance)



Lucy Ward (McNab) and Tessa McCredie (USQ)



L-R James Noble and Mark Oliphant (Toowoomba Grammar School) and Simon Lees (TACAPS)



L-R Cassandra Hunter, Maree Parsons and Jo Capp (The Event Group), Anna and Louise (SQRH), Ingrid Moffatt (TAFE QLD)



L-R Di Balke and Kathleen Hart (Grand Central Shopping Centre), Suzanne Stehr (APM) and Cathie Joseph TAFE QLD)



L-R Kate Ruijter (Classic Beauty Therapy), Arthur Carpenter (Colliers International Toowoomba)



L-R John Wagner (Wagner Group), Sara Hales (Toowoomba Wellcamp Airport) and Glen Azar



L-R Daniel McNamara (Ray White Real Estate), Stan Moffatt, Lauren Exelby and Zac Bichel (Magnify Wealth)



L-R Katherine Nguyen (Power Tynan), Deb Hanfeld (The Chronicle), Mike Turley and Dan Dwan (Colliers International)



L-R David Snow (Peter Snow Real Estate), Mark Parfitt (Ouch Back Osteo) & Rowan Gosstray (The Chronicle)



L-R David Masefield (Toowoomba Start Up), Member for Groom Hon. John McVeigh and Wendy Agar (Sunrise Way)



L-R Peter Lock (Heritage Bank), Mayor Paul Antonio (TRC), Chanele Lucht (Toowoomba Wellcamp Airport) and Damon Phillips (RASQ CEO)



L-R Steven Spurgin (White Label Management), Adele Spurgin (Team Building Agents) and Chris Black (Fortress Financial)



L-R Crystal Wagner (Joe Wagner Group), Kathy Ryan (Darling Downs Tarpaulins) & Nick Wagner (Joe Wagner Group)



L-R Amy Thompson (Monkey Business Catering), Craig Irwin (Range Lawyers), Kristina (Monkey Business Catering)



FAIR WORK'S 3.5% MINIMUM WAGE INCREASE

WHERE DO WE GO FROM HERE?

Focus HR won the Champion Business Services Award at the Australian Small Business Champion Awards 2018! It's great to see a local company being recognized on the global stage!

Most businesses are reeling from the recent announcement of a 3.5% increase to Award pay rates. While we can jump up and down as much as we want, the unfortunate truth is that these minimum pay rates are a legal requirement.

So what do we do? Well – get compliant for one (more about that soon); but it might also be time to look beyond the simple 'I pay you a standard wage, you turn up from 9 to 5 and do your job' equation.

If a 3.5% cut into your profit margin is more than you can absorb, and competition means you can't just up your prices, then let's look at this from a different angle. Do you have the systems in place to ensure that your team (who, by the way, are not as upset about the increase as you are) are as productive as they can be and performing at their best? Do you have the kind of vision, strategy and goals in place that your team is striving to achieve? Do you have people who know what they need to do, how they need to do it and how well it has to be done?

This is where great Strategy and HR can give your business true return on investment in building a robust, powerful team able to face any challenges. So once you've hurdled the compliance barrier, we'd love to share our experience on how to do this (give us a call!!)

On to Compliance...

Now is the time to check your compliance with the Award/s that apply in your business through a wage compliance. Why conduct this check? In the scariest of terms, the failure of a company to pay their staff correctly, or not agreeing to terms of employment in writing, **can result in fines of up to \$63,000 for the business and \$12,600 for individuals** (e.g. Directors/ Owners/Managers), as well as potential common law claims brought by employees to pay outstanding entitlements.

5 steps to compliance

1. What Award applies (if any)? This question can be determined by a number of factors but a good place to

start with is 'what is our industry and what work do we predominantly do?'

2. What classification are my employees required to operate at? Are they labourers or tradespersons; administrators or managers?
3. How many hours do they work per week? Are your standard hours 38 per week or more like 50 and what penalty rates apply to that?
4. What allowances am I required to pay under the Award? (these can be tricky – don't just presume no allowances apply)
5. Am I already paying far enough above Award to cover all of this at the new minimum pay rate? (if so, you are not obliged to pass on the 3.5% increase)

Take action, free self-compliance tool

To take the next step, we've got a template free of charge for you! Designed to give you peace of mind with your employee records, find it here: www.focushr.com.au/hr-services/compliance/



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DEVELOPING & EMPOWERING FUTURE LEADERS



Future Leaders is an initiative of the Toowoomba Chamber of Commerce which targets the city's younger professionals and business people empowering our business leaders of tomorrow.

CONNECT | GROW | LEAD

- **More Than Networking** – innovative opportunities for members to network amongst their peers, establish a strong local presence and develop ongoing business relationships.
- **Mentor Program** – grow perspectives and build meaningful connections through sharing experience and wisdom from local leaders within Toowoomba's Chamber of Commerce community.
- **Quarterly Engagement** – Future Leaders Connect are abuzz with energy and enthusiasm, and offer great opportunities to meet, connect and grow in an informal yet structured setting as well as gain access to national and global expertise through an exciting range of guest speakers.
- **Professional Development** – focused on growing skills and boosting engagement, Future Leaders provides a forum for growth across personal and professional platforms including the Future Leaders Boardroom Lunch series.
- **Supporting Future Business Leaders** – recognise and unleash the potential within themselves, giving them the

confidence to succeed. Chamber's Business Excellence Awards program has announced the addition of "Future Leader of the Year" category to celebrate up and coming leaders in our business community.

For more information on upcoming events, visit our online calendar or email

admin@toowoombachamber.com.au

Membership to Future Leaders is included in your business' Chamber Membership.

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**NEW HOPE
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BUSINESS TOURISM IS EVERYBODY'S BUSINESS

Although most of their activities often go on behind closed doors, business tourists are important for the prosperity and sustainability of small to medium enterprises SMEs in Toowoomba.

Business visitors stay the longest and spend the most when compared to the leisure sectors of holiday and VFR visiting friends and relatives, according to the state's peak tourism organisation, Tourism and Events Queensland (TEQ).

Business visitors comprise individual travellers as well as business groups from associations, sporting, corporate or government organisations getting together for meetings, conferences, trade shows, workshops, seminars or training. With the air connectivity now provided through Toowoomba Wellcamp Airport,

we are seeing an increase in the number of companies choosing Toowoomba as the location of their national and state-wide conferences.

When the corporate expense account is open, local SMEs benefit such as motels, restaurants, the professional services sector, cleaning and transport companies just to name a few. The accommodation industry reaps the greatest benefit from business visitors who account for a third of all 2017 visitor nights, nearly six percent more than the holiday sector.

Business visitors contributed approximately over \$206 million to the region in 2017, with Toowoomba receiving most of this economic boost, due to its concentration of projects as well as meeting and accommodation facilities.

Not only do business visitors contribute to the sustainability and longevity of small business, they are growing in numbers.

Since 2012, the number of business tourism visitors has increased by approximately 9% and whilst this is positive, there is a significant opportunity here to grow this market further. The Toowoomba Region is well appointed for business events with 80 venues and over 2,000 accommodation rooms.

For further information about TEQ's tourism data visit: teq.queensland.com/research-and-insights/domestic-research or if you are planning a conference in Toowoomba take a look at www.toowoombaconferences.com.au or contact the Toowoomba Chamber of Commerce.



Business visitors meet, eat, stay and play in our region, providing a \$200 million economic boost to SMEs in 2017.

WHY JOIN CHAMBER?

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: memberships@toowoombachamber.com.au



MEET YOUR CHAMBER TEAM



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



ANNA MEREDITH
Membership & Marketing Officer
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LOUISE VENZ
Events & Admin Officer
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TOOWOOMBA SECOND RANGE CROSSING DRIVING THE FUTURE

The Toowoomba Second Range Crossing (TSRC) is more than just an iconic infrastructure project — it is a vital link in the future of Australia's freight network.

Providing a reliable and efficient freight route, the TSRC will increase Queensland's competitiveness and contribute more than \$2.4 billion in economic and productivity gains for Regional Australia over the next 30 years



Linking the Port of Brisbane with areas of high agricultural and resource productivity, the TSRC will provide long term economic gains for Queensland



With national freight numbers predicted to double by 2030, the TSRC ensures Australia has a network that can support growth



Improving access to employment opportunities, health and education, the TSRC is driving sustainable regional communities and economies

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