

# THE BUSINESS

JOURNAL  
VOLUME 3



TOOWOOMBA  
CHAMBER OF  
COMMERCE



**MONKEY BUSINESS**  
WINS 'BUSINESS OF THE YEAR'

**QANTAS PILOT**  
SCHOOL ANNOUNCED

**CHAMBER CONNECTS**  
**GLOBALLY**



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## PRESIDENT'S WELCOME

**JOY MINGAY - PRESIDENT**  
Toowoomba Chamber of Commerce

Welcome to our third edition of the Chamber Business Journal. As the year is ending, it is a chance to reflect on the past 12 months and what cracker of a year it has been for our city and for the Toowoomba Chamber of Commerce.

Highlights for 2018 have been the incredible response to our Business at Dusk series in partnership with USQ – we have had record crowds attending and networking along with the opportunity to visit a diverse range of businesses.

Our Future Leaders Group has seen a resurgence of interest and activity under their newly formed Advisory Group and I look forward to 2019 with much anticipation.

The introduction of the FAN – will see Chamber able to represent and support Toowoomba businesses involved in the food and agribusiness industries and I look forward to working with their new Advisory Group also.

A breakfast this year hosted by Chamber, gave our members an unprecedented opportunity to meet and network with the Treasurer and other Cabinet ministers was another highlight of the year.

Our year has been capped off with our annual Heritage Bank Business Excellence Awards and as always, I was blown away by the diversity and quality of businesses who had entered and won.

Congratulations and a big shout out to all our winners and a special mention of – Monkey Business Catering who won the Business of the Year, Jason Doig who won the Future Leader of the Year and Stahmann Farms who were inducted into the Hall of Fame.

It was a great night and the wonderful Empire Theatre provided a stunning backdrop for the evening. Thank you to Heritage Bank and all our sponsors for their continued support of the Awards.

I hope 2018 has been a successful one for you and your business and I look forward to connecting with you again at a Chamber Event in 2019.

May I wish you a wonderful Christmas break spent with those you love.

**Joy Mingay**



## CEO'S MESSAGE

**JO SHEPPARD - CEO**  
Toowoomba Chamber of Commerce

Businesses are currently operating in a time where an unprecedented rate of change is impacting every aspect of how they 'do business'. Disruptive technologies in the digital space are changing how people connect with information, products and services and businesses are faced with performing in an environment where speed to market and customer insights present both challenges and opportunities.

Whilst the environment in which businesses operate is changing continually, Chamber's reason for being remains steadfast. We are dedicated to providing our members with the support, expertise and representation that they need to grow and prosper.

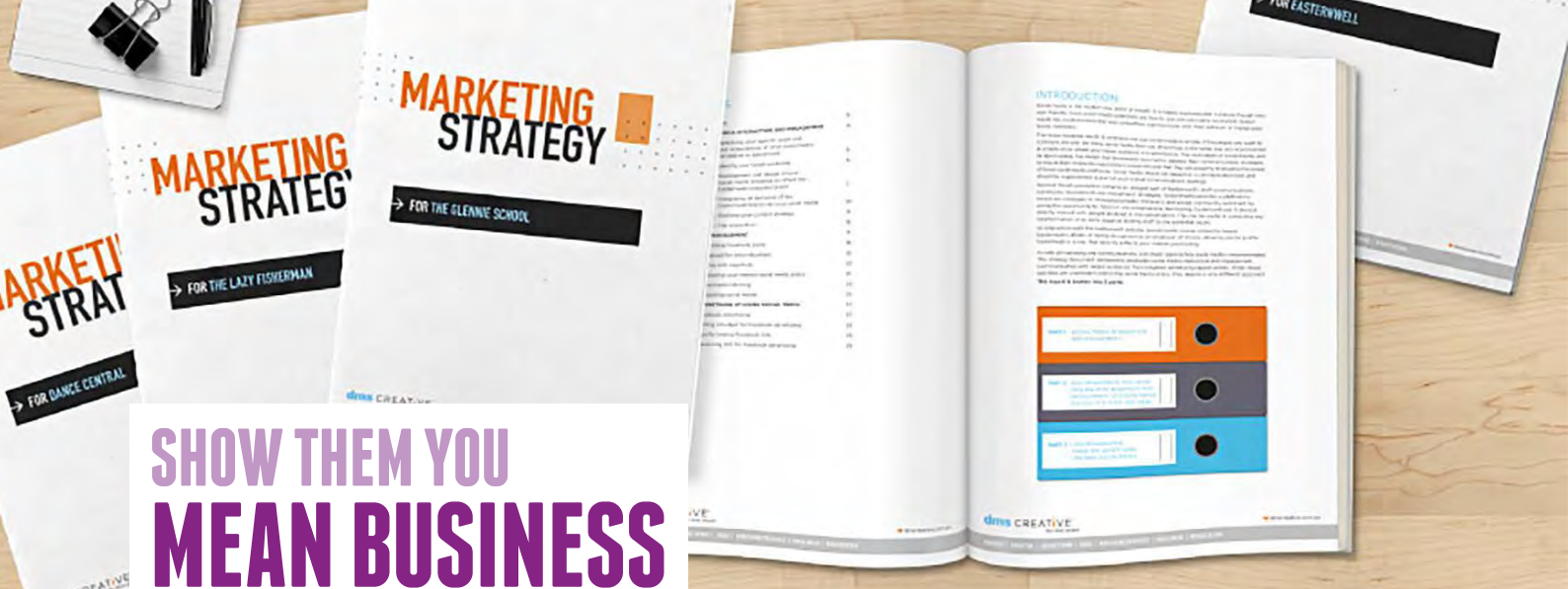
Advocacy is our core purpose. The Toowoomba Chamber of Commerce is an independent voice for its business members and for the Toowoomba business community.

Our effectiveness as a Chamber is only made possible with the support of our members and our network of related Chambers throughout Queensland and Australia. To represent the voice of business effectively, it is vital that Chambers work and stand together on the issues that matter to business.

As an independent, business membership organization that is nationally and internationally recognized, the Chamber is the vehicle through which we can build a strong, united voice for business. Let's continue to grow the momentum – what is good for small business is good for our community.

**Jo Sheppard**





# SHOW THEM YOU MEAN BUSINESS

Marketing is an essential part of modern-day business and yet there are times that it gets pushed down the list of priorities for business owners and managers.

We recently sat down with Kym Ebenestelli, Director and co-owner of dms CREATIVE, to get her top 3 tips to ensure you are putting your best foot forward and positioning yourself for success.

## Tip number 1: Make sure your business is visible.

When potential customers are looking for your products and services, can they find you? This is such a simple question but is so often overlooked. What happens if you type your business name into Google? What happens if you type in one of your products or services? How easy is it for potential customers to find you and the products and services you offer?

## Tip number 2: Check that your content is relevant for your potential target customer.

Think about what happens when a potential customer first comes into contact with your business. What do they find? Research

tells us that more than 57% of purchasing decisions are made before customers make direct contact with a business.

Think about what is most important to your target customer. While price is likely to be a factor, it normally isn't the only factor. Your website, radio ads, building signage, social media accounts etc. all need to show potential customers that you know what is important to them, and that it is important to you too. You only get one chance to make a positive first impression.

Your job is to reduce the perception of risk in dealing with your business and give potential customers confidence to give you a go.

## Tip number 3: Think about what your brand is saying about you.

If you say you have premium quality products and services, yet your logo is daggy and your branding is inconsistent, you are instantly creating a disconnect in the mind of the buyer, and we know that inconsistency breeds doubt. Your brand acts like a mirror, it visually reflects the quality of goods and services you offer and

non-verbally communicates your business's values and beliefs.

Think about what you want potential customers to think about your brand and what you want them to say about you when you aren't in the room. Then, lay out all of your branded materials, side by side, and pretend you are seeing them all for the first time. I mean brochures, website, capability statements, social media, building signage, documents, invoices, quotes – everything you can think of. If you think these might not be sending the right message about your business, then now is the time to do something about it.

dms CREATIVE is a Toowoomba based strategic marketing and creative design studio, specialising in graphic design, logos & branding, advertising, website design, marketing strategies, copywriting and social media.

Check them out online at [dmscreative.com.au](http://dmscreative.com.au)

Or phone 4639 1622 to book an obligation free appointment to discuss your marketing and branding needs.



Kym Ebenestelli, Co-Owner of dms CREATIVE



## SIGNATURE STYLE NEW BERNOTH CENTRE EXTENSION

Toowoomba's newest development project will soon be here with the Bernoth Centre extension offering 3000m<sup>2</sup>+ of retail, office and café space and the exclusive Inspire South Central residential complex of 25 luxury apartments due for completion by Christmas 2019. This architect-designed development is destined to set new standards in the area for design quality and style featuring good interior proportions with high-end inclusions and elevated outlooks over the surrounding area.

Mike Stewart, CEO of LJ Hooker Toowoomba, is excited that such a premium project is coming to the Toowoomba region. "This is the first mixed-use residential tower in Toowoomba and will bring tremendous appeal to the local market", he said. "It will have luxury apartments along with state-of-the-art office space and ground floor retail outlets, including restaurants, cafes and shopping."

The building rises seven stories above the city with many apartments enjoying lovely views that stretch easterly towards the range and escarpment and around to the CBD to the north. Buyers can choose from a selection of two-bedroom, two-bathroom layouts, each with ducted air-conditioning and a secure double lock-up garage.

"Only the finest materials have been used to finish this superb development to provide designer low maintenance living with lifestyle convenience," said Mr Stewart. "Each unit has been crafted to maximise space, natural light and feature clever floorplans to ensure generous living with form and function."

Located within a 500m walk to Toowoomba's CBD and directly across the road from the Bernoth Centre shopping precinct, the complex enjoys a central location with good accessibility in all

directions. It's also within a five-minute drive to Queens Park.

"This is an extremely rare opportunity for local owner-occupiers and investors alike to secure a foothold into this fast-growing property market," said Mr Stewart.

The Bernoth Centre Extension and Inspire South Central has been designed by a collaboration of Architect's each specialising in delivering different aspects to bring a unique blend of luxury, functionality and wow-factor to Toowoomba's vibrant streetscape. Making a creative statement that pushes the boundaries of architectural innovation, the building embraces state-of-the-art technology with an integrated security system plus a luxurious lobby and entrance.



*L-R Mitchell Bernoth, Jeremy Lewis, Mike Stewart and Barry Bernoth*



# A MESSAGE FROM HERITAGE BANK

## PETER LOCK - CEO

Congratulations to all the business achievers who have been part of the Toowoomba Chamber of Commerce and Industry's Business Excellence Awards this year. I never fail to be impressed by the quality of the businesses who nominate for the awards and I certainly do not envy the judges the difficult task of selecting winners across the categories.

Not all the entrants walked away with a trophy, but all of them have walked away as winners nonetheless. That's because there are huge benefits for all businesses in simply being part of the Awards process.

First, these firms get to benchmark themselves the best of the best from across

the region, and gauge how they compare to the award winners.

Second, they get to hear about all the amazing things our business leaders are doing, and be inspired by the remarkable success stories to be found in all industry sectors.

We're blessed to have so many excellent businesses in the Toowoomba area that show true innovation, commitment and professionalism.

A strong business community is essential in maintaining the prosperity and quality of life that makes Toowoomba such a fantastic place to live.

Heritage Bank is proud to be a Toowoomba-based company and to support the Business Excellence Awards. We were born here 143 years ago, and we continue to achieve great things for our community from our Toowoomba base.

All business leaders from the region should be just as proud of what they do and how they make a difference to the lives of people in this community. Through our sponsorship of this event, our goal is to make our strong business sector even stronger.

Congratulations once again to everyone who took part this year.



**Monkey Business Catering 'Business Of The Year' (L-R): Peter Lock (Heritage CEO) and Amy Thompson (Monkey Business Catering)**  
(Award Sponsored by Heritage Bank)



# BUSINESS EXCELLENCE AWARDS

**PRESENTED BY**  
TOOWOOMBA CHAMBER OF COMMERCE



**Stahmann Farms**  
'2018 Hall of Fame Inductee'  
(Award Sponsored by Toowoomba Chamber of Commerce)



**Classic Beauty Therapy** 'Business Excellence in Retail & Wholesale'  
(L-R): Kiara Handley, Jasmin Hutchinson, Kate Ruijter, Pippa Kelly and Triss Clark (Award Sponsored by BEST Employment)



'Future Leader of the Year'  
**Jason Doig & Sponsor Kate Venables**  
(Catholic Care Social Services)



**Round Square Marketing**  
'Business Excellence in Tourism' (L-R):  
Bradley Siddans, Lauren Hope & Jayden Leask  
(Award Sponsored by Oakey Beef Exports)



**Electrical Sensations** 'Business Excellence in Industry' (L-R): Nigel & Leanne Phillips  
(Award Sponsored by Russell Mineral Equipment)



**Kath Dickson Family Centre** 'Business Excellence as a Not-For-Profit'  
(Award Sponsored by Toowoomba Regional Council)



**Tentworld**  
'Best Regional Business' (L-R): Stacey & Jon Burrell  
(Award Sponsored by Toowoomba Regional Council)



**Straney & Collier** 'Business Excellence in Professional Business, & Business Excellence in Innovation'  
(Award Sponsored by TAFE QLD & Telstra)



**Pulse Data Centre** 'Business Excellence in Innovation'  
(Award Sponsored by Telstra)





## STAHMANN FARMS 2018 HALL OF FAME INDUCTEE

This year, Stahmann Farms celebrates 50 years of business in Australia. Deane Stahmann Jnr came to Australia in the 1960s with a vision of establishing a southern hemisphere pecan industry. With his innovation, spirit and determination he achieved that in spectacular style with the development of "Trawalla" farm near Moree, still one of the largest, most productive and innovative pecan orchards in the world.

Deane did this at a time when few in this country had even heard of a pecan nut. The Stahmann name is now synonymous with pecans. But it's no longer the only thing they do.

Today, Stahmann Farms is a fully vertically integrated grower, processor, marketer and retail packer of nut products. They represent paddock to plate, tree to table, in the truest form. They grow the nut, process the nut, and retail pack the kernel which reaches the end consumer.

Their flagship brand "Riverside All Australian" was released into the Australian marketplace in 1984 and today continues to deliver top quality Australian grown, processed and packaged nuts. Stahmann Farms are immensely proud that their pecans and macadamias, walnuts and almonds continue to be processed and packaged at their Toowoomba, Queensland facility, providing upstream and downstream jobs to Australian communities.

Most recently they have released an exciting new flavour range including Lime and Black Pepper Macadamias, Chilli Macadamias, Vanilla Maple Pecans and Dry Roasted & Salted Pecans into China and recently two of these into Dan Murphy's stores across Australia.

With investments in the past 12 months, they have now purchased three macadamia farms in the Bundaberg region, currently producing approx. 700T a year, and heading

to more than double that number when fully developed.

Celebrating 50 years of business in Australia is a major achievement, and this milestone has been recognised by Stahmann Farms being the 2018 inductee into the Toowoomba Chamber of Commerce Hall of Fame at the recent Heritage Bank Business Excellence Awards. This award is a testament to the combined achievements and efforts of their staff, past and present and validates that, at heart, Stahmann Farms are a people business with family life and family culture at their core.

Stahmann directly employs more than 150 people and this year two staff celebrated 35 years of service in Toowoomba. It has been a wonderful year of celebrations for Stahmann Farms!







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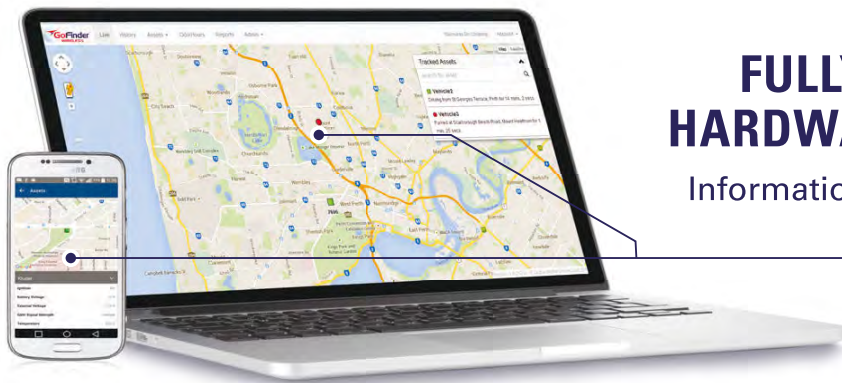
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LAWYERS



## WHY TOOWOOMBA IS THE PERFECT FOODIE DESTINATION

Around the world, interest in food, cooking and food production is rapidly escalating, providing what Dine Darling Downs founder Kristen O'Brien feels is the perfect opportunity to bring our region clearly into focus, locally, nationally and internationally as an outstanding foodie destination.

Launching four years ago Dine Darling Downs is the only website & directory dedicated solely to good food and dining in the region.

And the concept is fast gaining traction with over 100 000 visitors landing on the [www.dinedarlingdowns.com.au](http://www.dinedarlingdowns.com.au) website each month. "People are interested in our unique and exciting food culture"

Kristen said "And we love showcasing the foodie experiences we have to offer here in Toowoomba and the Darling Downs both online and via social media streams Facebook & Instagram. Who can resist a great food pic or the temptation of a long lunch?"

Whilst promoting regional culinary experiences and restaurants is an important part of her platform, Kristen believes showcasing our regional farmers and producers is equally important.

"Let's face it, we have the best produce in the world grown right here on our doorstep".

"Now is the perfect opportunity to attract tourists and visitors to the region to sample our paddock to plate offers and thriving restaurant and café scene. This can be done via short stay food tours and farm gate to plate food events like our Lunch Club events. We've only scratched the surface, the Darling Downs region has the capacity to build an iconic food tourism industry to rival any in the world and that's an exciting concept" Kristen said.

Chamber recommendation...check out [www.dinedarlingdowns.com.au](http://www.dinedarlingdowns.com.au) the next time you are looking to eat out and explore the extraordinary cuisine on offer right here in our local foodie scene #foodFAN



Gabbinbar Chefs at work.



Lunch at The Finch.



Kristen O'Brien showcasing our foodie culture.





## FITZY'S - AN ICONIC TOOWOOMBA BUSINESS

The Fitzgibbons Family is synonymous with the hotel industry. They've been pouring beers and sharing a good laugh with patrons for 80 years and have actually tended bar now for four generations.

"Fitzzy's" as we know it today is steeped in history. The original hotel was established in the late 1800's as the Caledonian before becoming the Post Office Hotel in the '30's. A full rebuild was undertaken in 1999 and the Dowling's Fibber Magee soon became 'the place to be' in Toowoomba and a much loved part of the local business community.

Today, thanks to the hard work of John and Maralyn Fitzgibbons, the family tradition continues on through their children Brad and Anita at the undoubtedly iconic Toowoomba business that is Fitzzy's.

Toowoomba is lucky to have a number of families who invest locally over the long term and the Fitzgibbons are notably one of these families. John Fitzgibbons (Fitzzy's Director and Founder) has a passion for

family business. John started business on his own accord in Toowoomba in 1983 owning and operating the Café Rest Point and Clifford Carvery, Clifford Gardens as well as The Patio Carvery in the Kmart Plaza.

"It doesn't get much more rewarding than a family business. It's a journey unmatched by anything else. Watching your children and even grandchildren prosper alongside of one another really is something special and working together means we get to spend a lot of time together. We are blessed that we all get along very well, not that we agree on everything, but everyone's opinion is considered, and it helps us get through the inevitable highs and lows of business" John said.

John received the highly regarded industry award of "Hotelier of the Year" by the QHA in 2016. Fitzzy's are proud of their local community and Brad Fitzgibbons summed up how the Fitzgibbon Family feel about Toowoomba nicely.

"Being a proud part of your locality is what it's all about. As a family and a business, we very much enjoy being part of the Toowoomba fabric. This town is a vibrant, ever-changing place to live, work and play and we wouldn't have it any other way".

And Fitzzy's contribute to the community in many ways providing our community with gathering place and an outstanding culinary experience. Some of their major charitable endeavours include the Colour of Change Breast Cancer Luncheon and It's a Bloke Thing Prostrate Cancer Luncheon of which John is a founding Committee member.

One gets a sense that the best is yet to come with Fitzzy's as this family continue to grow the business and significantly contribute to the vibrancy and character of our local community.



*L-R Maralyn Fitzgibbons (Director), John Fitzgibbons (Founder and Director), Anita Armanasco (Marketing Manager), Brad Fitzgibbons (General Manager).  
Photo Credit: The Toowoomba Chronicle*

# QANTAS PILOT ACADEMY TO LAND AT WELLCAMP

Toowoomba Wellcamp Airport and Business Park is ready for take-off as Qantas announced on the 27 September 2018 that it will be the first location to host its new National Pilot Training Academy, which is expected to open its doors in mid to late 2019.

Qantas attraction to Toowoomba was due to a combination of the modern/state of art facilities of Toowoomba Wellcamp Airport, spaciousness of the Business Park and the City's location, climate, attractiveness and supporting infrastructure, all allowing students and trainers to immerse into a culturally diverse community, which is essential for pilot training and the Qantas culture.

Forecasts reveal that over the next 20 years, globally the aviation industry needs approximately 790,000 more pilots, and accordingly, this facility forms part of

Qantas Group's strategy in meeting the increasing need for skilled aviators.

Proposed to be constructed at the Airport and Business Park will be state of the art airside training room/facility, hangar, land side ground training school, mess/kitchen, communal kitchens and dwellings. Stage 1 will accommodate 100 students and Stage 2 will see an increase to 250 students.

The Academy will create ongoing employment for up to 160 people in training and support roles, in addition to 300 indirect jobs in the local construction industry. World-leading L3 Commercial Aviation has been appointed as the training provider for the Academy, to which Stage 1 will comprise 100 students, increasing to 250 students in Stage 2.

The entrepreneurial dexterity possessed by the Wagners have demonstrated

their speed to market through the record breaking construction of the airport in 19 months. The same pioneering leaders can deliver to QANTAS GROUP, its goal of building a world class pilot training academy in record time. Toowoomba's lifestyle, location, infrastructure, avionics and regional offering is second to none and will serve QANTAS GROUP for many decades to come, and there is no doubt that this Academy will have an important economic uplift for Toowoomba and the surrounding region in a timely manner.



## Toowoomba's Chauffeur



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### NEW SHUTTLE SERVICE LAUNCHES AT WTB!

The Toowoomba Wellcamp Airport shuttle service is back! Darling Downs Transport Services, Toowoomba's ground transport experts, will be operating a spacious Mercedes Benz seat-belted and climate controlled 11 passenger shuttle bus, servicing all Sydney, Melbourne and Townsville flights to and from Toowoomba, 7 days a week. With fantastic fares starting from only \$29.95 with child and pensioner discounts available, you can book online or see your local friendly travel agent.

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# TOOWOOMBA CHAMBER CONNECTS GLOBALLY

Chamber's Vice President, Harrison Humphries represented the Toowoomba Chamber and members as part of a Toowoomba Regional Council delegation to China and Japan last month.

## The highlights of the trip included:

### CHINA

- Meeting with the Hangzhou Federation of Industry and Commerce (HFIC). Chairperson, Mr Mao Fujun led the meeting, The HFIC was established in 1903 and has some 30,000 members. Hangzhou is home to 9 million people and multinational corporations, including the Alibaba Group. Mr Mao indicated the HFIC's intention to send a business delegation to Toowoomba in 2019.
- Attending the 2nd Shaoxing International Friendship Cities Conference at which Mayor Paul Antonio signed the sister city agreement with Yuecheng District of Shaoxing and USQ signing a Memorandum of Understanding with Zhejiang Yuexiu University of Foreign Languages

- Meeting with the Yuecheng Chamber of Commerce hosted by District Mayor Mr Yuan Jian and District Deputy Mayor Mrs Chai Lingling. In addition to local government and Chamber representatives, approximately 20 business leaders attended the meeting, with several companies interested in fostering trade with Toowoomba. The event proved a success as plans for a Yuecheng delegation to visit Toowoomba were initiated.

### JAPAN

- Celebrated Takatsuki's 75th anniversary as a city and 27th anniversary as Toowoomba's sister city
- Attending the presentation to the Takatsuki Rotary Club President, Ms Chiaki Ito with an Earthquake Relief Fund donation of \$16,500 raised by TRC and the Toowoomba East Rotary Club.
- Meeting with Takatsuki Mayor Mr Takeshi Hamada who offered to support any Toowoomba athlete who is selected to compete at the Tokyo Olympics in 2020.

- Attending the Takatsuki Agricultural and Forestry Festival where the indigenous group, Winangali Infusion, performed to more than 6000 residents.
- Meeting with the Takatsuki Chamber of Commerce and Industry (TCCI), which is celebrating its 70th anniversary in 2018. The meeting was hosted by TCCI President, Mr Tadayuki Kaneda who visited Toowoomba in 2017 and formed a friendship with our own President, Joy Mingay. Mr Kaneda expressed the TCCI's desire to strengthen the partnership to better identify trade and knowledge sharing opportunities. The TCCI currently has 2100 members. Synergies with Toowoomba's focus on mental health and tourism were noted. Toowoomba's growing population and improved infrastructure were of great interest to the TCCI.

The trip reinforced the benefit to our members of being part of the worldwide Chamber network. The Chamber name and brand is recognised around the globe and it is hoped this trip will lead to more import and export opportunities for our members as well as strengthened relationships between the respective Chambers.



*Takatsuki Chamber President Mr Tadayuki Kaneda, presenting Toowoomba Chamber VP Mr Harrison Humphries with a gift for the Toowoomba Chamber.*



*Mayor of Takatsuki Mr Takeshi Hamada, accepting the Toowoomba Chamber's gifts from VP Harrison Humphries, at Takatsuki City Hall on 9 November 2018.*





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# IS YOUR FACILITY PEST FREE?



Today's social media connections mean that both good and bad news travels incredibly fast, when this is combined with food safety, your reputation can be at risk very quickly.

Darling Downs and Lockyer Valley food producers, manufacturers and Restaurants now have a locally owned and operated Pest Business that is internationally certified for Food Safety and Quality Management systems.

Knowing local conditions often means we can be much more proactive with threats rather than reacting to incidences after they have occurred. Combine this with cutting edge technology, and you are ahead of the game.

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# SME'S TRANSITIONING INTO THE DIGITAL AGE

## THE OPPORTUNITIES & CHALLENGES

In 1971 the computer chip had a mere 2300 transistors on its surface. Fast forward to 2018 and there are now over 7 billion. The observation of this increase was made by Intel co-founder Gordon Moore and stated that the computing power of a microchip should double every two years as technology and science advances. Because of Moore's Law, technology is consistently getting smaller, lighter, faster and more powerful than earlier models for the same price, and the implications of this apply to almost every type of business.

Like compound interest, the acceleration of business technology is both exhilarating if you're on the right side of it, and terrifying if on the wrong side of it. To know where you are currently positioned, consider for a moment just how much your business relies on technology day to day. Whether it's picking up a phone, sending an email from a smart device or printing out a job sheet, SME's who have a technology plan in place to counter the effects of Moore's law have a significant competitive advantage. In days gone by, businesses would either employ staff to manage their technology or engage tech companies on an ad hoc basis for support. With the rapid advance of cloud based applications and devices, it can be increasingly difficult for office managers and business owners to know what decisions to make and when to make them.

EFEX - Technology Managed is a local company that works to reduce risk for business owners by providing Technology as a Service (TaaS). EFEX shoulder the burden and the unknown of procuring technology, and provide all hardware, software and local support to mitigate the business owners need to manage the operational aspect of their IT infrastructure. Consequently the need for capital expenditure around technology is eliminated and enhanced cashflow is delivered through a business technology plan that's tailored to the individual business.

No longer is it just about managing digital disruption, it's about avoiding destruction. According to Harvard University, businesses who do not digitise in the next 3-5 years will not be in business in the next 10-15. The good news is you CAN manage this right now, through effective planning and by making the choice to move faster with technology than you've ever moved before. Because the reality is, if you don't use tomorrow's innovation to your competitive advantage today, someone else will.

Tristan James is Business Development Manager for EFEX Toowoomba.

For more information go to  
[www.efex.com.au](http://www.efex.com.au)

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# CHAMBER NETWORKING EVENTS BUSINESS@DUSK



June B@D (L-R): Alistair Green (Focus HR), David Janetzki (Member for Toowoomba South) & Bill Armagnacq (Heritage Bank)



June B@D (L-R): Warwick Fraser (Fraser's Livestock Transport), Jenni Butler (TAFE QLD)



June B@D (L-R): Josh Ragh (Harvey Norman) & Elizabeth Gillam (Toowoomba Garden of Remembrance)



July B@D (L-R): Wendy Green (Cobb+Co Museum), Matthew & Emma Hart (Brumby's Highfields)



August B@D (L-R): Tim Wheeler (BAC), Simon Lees (TACAPS) & Mayor Paul Antonio (Toowoomba Regional Council)



July B@D (L-R): Kristen O'Brien & Donna James (Dine Darling Downs) & Sarah Delahunty (NEXUS Infrastructure)



August B@D (L-R): Lisa Pearce (Grand Central) & Matthew Greg (Civic Assist)



July B@D (L-R): Dennis Campbell (Heritage Bank), David Snow (Peter Snow Real Estate) Mary Wagner, Steve Cooper (Cobb + Co Museum), Joy Mingay (Classic Recruitment) & Jim Grayson (QLD Museums)



JUNE BUSINESS@DUSK TAFE QLD | JULY BUSINESS@DUSK COBB+CO  
 AUGUST BUSINESS@DUSK DISCO | SEPTEMBER BUSINESS@DUSK J.J. RICHARDS  
 OCTOBER BUSINESS@DUSK WEST STAR MOTORS | NOVEMBER BUSINESS@DUSK BERNOTH PROPERTIES



September B@D (L-R):  
 Brett Mullen (Civic Assist) & Peter Regenberg (Reward Hospitality)



September B@D (L-R):  
 Sally Ziesemer & Savannah Barber (LJ Hooker), Sharne Lategan  
 (Enterprise Legal) & Jeremy Lewis (LJ Hooker)



September B@D (L-R): Kate Whittle (CCIO) &  
 Amy Thompson (Monkey Business Catering)



October B@D (L-R): Jaime McGuire (Absolute Cool), Marshall  
 Blacklock (CDI Pest Control) & David Riwoe (Aden Lawyers)



October B@D (L-R): Emma Linton Doig (Fortress Financial), Jason  
 Doig (JJ Richards) & Chanele Lucht (Toowoomba Wellcamp Airport)



November B@D (L-R): John Olive (Horizon Accounting Group)  
 & Nick Wagner (Joe Wagner Group)



November B@D (L-R): Nicole Howard & Caitlin Easton (Kath Dickson  
 Family Centre), Kosta & Jasmin Theodosios (Halo Properties)



November B@D (L-R):  
 Kate Ruijter & Triss Clark (Classic Beauty Therapy), Libby Gardiner  
 (Inspiring New Horizons) & Lachlan Brealy (LJ Hooker)





For over 136 years, TAFE Queensland has proudly worked with employers, industry and high schools to provide Queenslanders with access to training and skills to equip them for the jobs of the future.

TAFE Queensland South West region continues to embrace change and innovative ways to deliver training to suit business needs. A recent initiative has seen a van, custom built into a mini-classroom to resemble a mobile Training Centre, take training and assessment direct to the workplace.

Scott Pengelly, Managing Director at Pengelly Trucks & Trailers in Toowoomba, is extremely happy with their apprentice training using the mobile training unit.

“The van is very well equipped to cover all facets of training for heavy vehicle technicians; and the fact that staff do not have to be taken out of the workplace for weeks at a time for block training is extremely convenient, not only for our business but for the students as well” Scott said.

The air-conditioned self-contained van is fitted out with a workbench, student desk, tool kits and

physical resources for practical demonstrations and assessments. Training can be adapted to suit business needs with customised training packages available for the current demands of the workplace.

Ian Exintaris, Automotive Teacher says “the van is really popular as employers are happy that the work is still being carried out at the workplace”.

With a range of courses, skill sets and courses for licences, TAFE Queensland will continue to work with community and industry in the region to ensure students are equipped with the skills and experience needed for the jobs of the future.



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RTO 0275



# NEW DIRECTION FOR REGIONAL DEVELOPMENT

Regional Development Australia Darling Downs and South West (RDA DDSW) has a new direction, new committee and recently appointed Trudi Bartlett as their new Director of Regional Development.

After 20 years in business advisory roles and economic development, Trudi Bartlett sees this new role as an exciting challenge.

"I am passionate about supporting businesses in regional areas and I am looking forward to working with industry and the business community to promote this region as the place for investment, growth and to set up home," Ms Bartlett said.

"I am lucky to work for an amazing board of volunteers. In my first month we developed

our new business plan, which focuses on employment and skills, investment attraction, value chains and innovation," she said.

"Our three over-arching priorities are improving access to funding, assisting with the progression of projects and communicating back to the government the opportunities and critical issues within the region."

"I would encourage any business or community group who is looking at grants or have a project they want to progress to please contact us via phone or email."

Regional Development Australia (RDA) is a national network of Committees comprising of local leaders who work with

all levels of government, business and community groups to support the economic development of their regions.

With a clear focus on harnessing the competitive advantages of their regions, seizing on economic opportunity and attracting investment, RDA Committees deliver the RDA Charter.

RDA DDSW is an independent not-for-profit organisation partly funded by the Australian Government. The RDA DDSW committee is chaired by Prof Jim Cavaye and consists of local leaders volunteering their time and skills to support economic development.

For more information on RDA DDSW, contact Trudi on 0488 11 22 98 or email [director@rda-ddsw.org.au](mailto:director@rda-ddsw.org.au)



Director of Regional Development  
Trudi Bartlett



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# 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: [admin@toowoombachamber.com.au](mailto:admin@toowoombachamber.com.au)



## MEET YOUR CHAMBER TEAM



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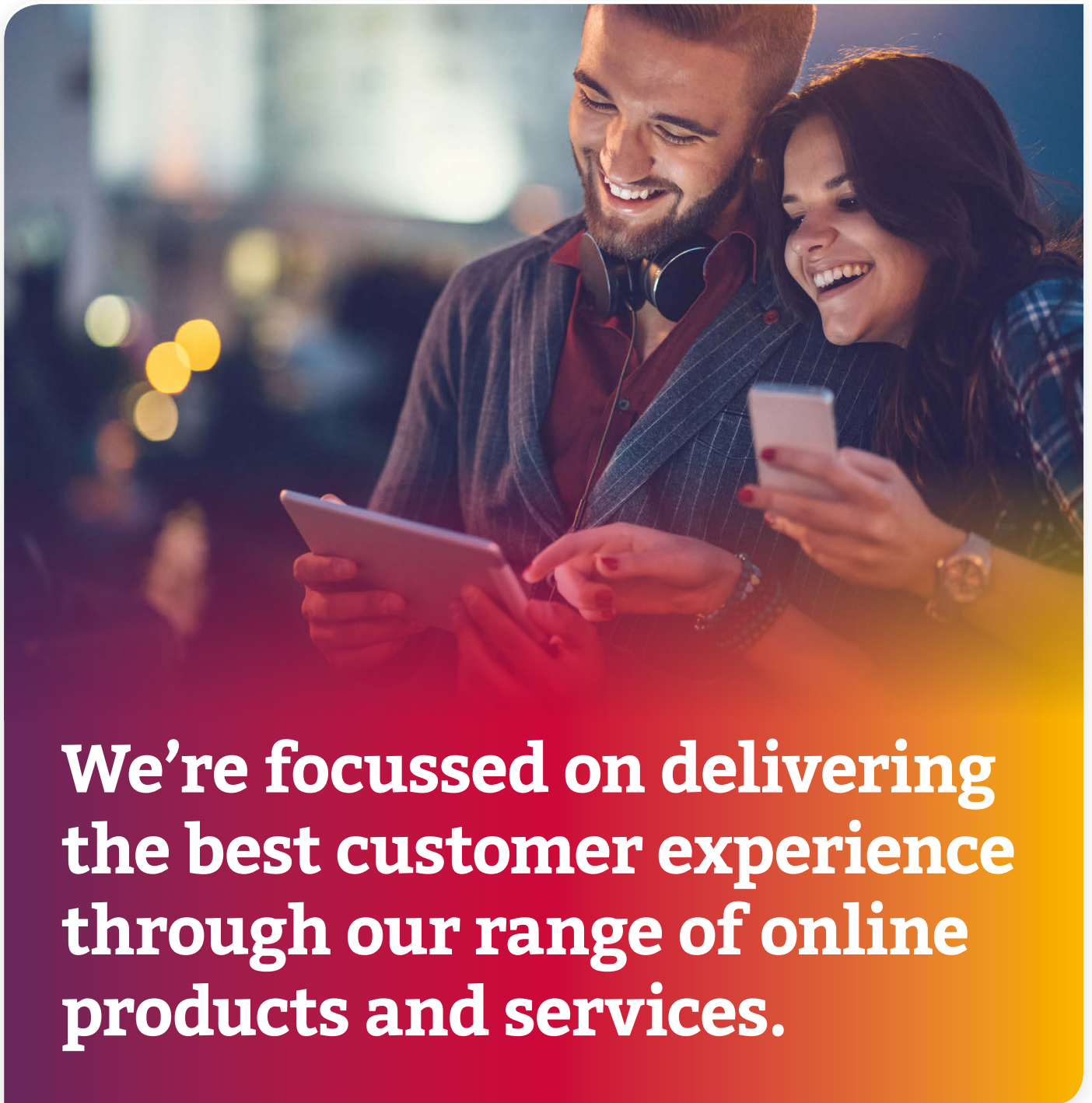
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