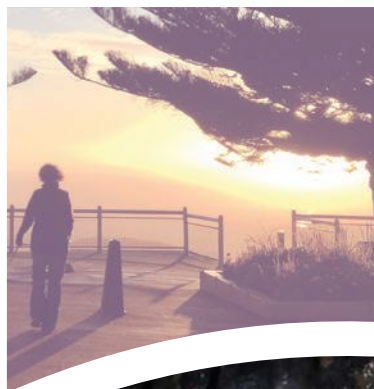


THE BUSINESS

JOURNAL
VOLUME 5



TOOWOOMBA
CHAMBER OF
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**FITZY'S WINS
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**CHAMBER GROWS
MIGRANT EMPLOYMENT**

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2019 BUSINESS EXCELLENCE AWARDS

by Peter Lock, Heritage Bank CEO

Heritage Bank is delighted to have again sponsored the Toowoomba Chamber of Commerce's Business Excellence Awards in 2019. 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 that follow.

Innovation is important to every business in this region. We must all keep evolving to ensure our businesses stay relevant in our constantly changing environments. The finalists and winners in the Business Excellence Awards all demonstrate how the ongoing drive to improve their operations is the key to attaining excellence. The ongoing drive for innovation is also top of mind at Heritage. That's why we're bucking industry trends by opening two branches in Sydney by the end of 2019 - the first bricks-and-mortar branches in Sydney in our 144-year history. It's a big challenge for us, but we believe the Heritage brand

and our award-winning service and products will resonate with the people of Sydney.

Similarly, we have launched a strategic move to significantly upgrade our business banking function, with a goal to triple the size of our portfolio over the next three years. We'll be looking to expand the products and services that we have on offer to the business community. What we won't be changing is the core group that we are targeting - the SME sector. We know that the smaller businesses love our personal service and flexibility, and appreciate having a customer-focused team looking after their interests.

We also know that there are many other businesses across the region who are also showing innovation in the way they meet the needs of their customers. 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 in future.

Congratulations must go to the Chamber of Commerce for their leadership in encouraging all businesses across the Toowoomba region to continue their pursuit of excellence.

BUSINESS OF THE YEAR FITZY'S TOOWOOMBA

Being named Business of the Year at the Heritage Bank Business Excellence Awards 2019 means a great deal to Fitzy's Toowoomba – not only to the business, but also the family.

They've been in business in Toowoomba for over 36 years, 18 of those at Fitzy's and have become part of this community's business landscape.

After winning both divisions and the overall category of Hospitality, Fitzy's were selected as the 2019 Business of the Year by a panel of esteemed judges.

Fitzy's attribute their successful application in this year's awards to investing in their hotel by reinvigorating what they do – including launching new events, new menus, social media & marketing

investment, trying new things and a fresh focus on Fitzy's being the place to be.

They also underwent a restaurant & outdoor area refurbishment with modernised décor and colour pallet to match their updated branding of monochrome, more modern style.

But anyone who has had the pleasure of hosting an event, dining or meeting colleagues for an afterwork drink at Fitzy's, understands that it's the hotel's atmosphere, service and experience that keeps everyone coming back.

"We're absolutely blown away by the kind words, support and well wishes we've received on the back of our HBBEA19 Business of the Year Award. This wonderfully supportive community has

shown us nothing but love. Thank you to the Toowoomba Chamber of Commerce, Heritage Bank and to all those involved in bestowing this great privilege upon our business. The Fitzgibbons family and every one of our Fitzy's team are humbled and fell very blessed to have been recognised among such esteemed company", said Fitzy's Marketing Manager Anita.

"Toowoomba has really come of age in the past few years and it's been an absolute pleasure to watch our town bloom. It is a real honour to be part of Toowoomba's growth and the out-pouring of support from our peers has been the icing on the cake. We have never been prouder to be a family owned and operated business in this city that we love."



HBBEA19







RURAL & SMALL BUSINESS FINANCIAL SPECIALISTS CARRICK ALAND

Toowoomba Chamber of Commerce named Carrick Aland as their Banking, Finance & Legal award winners for 2019.

Carrick Aland were also named overall Business & Professional Division Winners out of five industry categories and a field of 15 professional business finalists.

The Heritage Bank Business Excellence Awards celebrate the business community's contribution to the economic vitality and social fabric of the Toowoomba region.

Partners Kent Gripske and David Johnston represented Carrick Aland at the gala awards in front of the Mayor, Heritage Bank Board members and an audience of the Toowoomba region's best businesses.

"First and foremost we want to acknowledge our clients in Toowoomba and the Darling Downs with whom we share our success," said David. "It's good to be thought of so highly in the professional sector."

"Toowoomba is a large regional hub with lawyers and accountants held in high

regard so to be recognised as a peer amongst such well-regarded businesses is a great honour."

"To stand out amongst such esteemed company you need to have a point of difference. We put a lot of importance in investing in our staff, our technology and making sure we're relevant as far as finding out what our clients want, constantly updating, challenging the norm and having pertinent conversations more efficiently," Kent added.

It has been a busy but rewarding 18 months for Carrick Aland who were also named Xero's QLD Accounting Partner as well as SMSF Firm of the Year through their self-managed superannuation business, Intuitive Super, both at state and national level.

The awards reflect the dedication of the whole Carrick Aland team – a cohort of skilled and personable individuals, collaborative in the endeavour of continuous business improvement, through effective client advice and service delivery.

"For all within Carrick Aland, it is gratifying to receive such prestigious awards and along with them, recognition of a commitment to service innovation and a dedication to delivering client advantage, that together permeates throughout the entire Carrick Aland group of professional service companies," said Managing Partner Wayne Turner.

"There is something very special, though, about having your overarching business philosophy and practice recognised within your community and region."

Carrick Aland is one of QLD's leading Rural and Small Business Financial Specialists helping the region to thrive with accounting, tax, audit and wealth planning advice to individuals, businesses and farming families. With offices in Toowoomba, Dalby and Chinchilla, Carrick Aland Group is comprised of Carrick Aland Accountants, Carrick Aland Wealth Planning, Queensland Audit Services and Intuitive Super.

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ST VINCENT'S PRIVATE HOSPITAL TOOWOOMBA CONTINUES TO INVEST IN THE COMMUNITY WITH A NEW EMERGENCY DEPARTMENT

St Vincent's Private Hospital Toowoomba is continuing the programme of redevelopment which was started three years ago. The build process will further enhance services for the residents of Toowoomba and the greater Darling Downs region.

The \$15 million expansion will see a new emergency department and a new radiology department and will be located along the south west corner of the hospital site which will become the main entrance of the hospital.

'We are again extremely grateful to Mr Clive Berghofer for his generous donation of \$3.5 million to this next stage of the expansion project and for his ongoing support of our hospital and health services in our community,' Ms McKeefry said.

The new build will house a raft of modern equipment to cater for the expected 5000 visitors and patients to the hospital each month.

St Vincent's CEO, Kathryn McKeefry expects construction to commence by November and take 12 months to complete.

"We will enhance our emergency department with increased numbers of resuscitation bays and examination beds. We will also have a medical assessment unit which means we will be able to hold patients in a more comfortable space while we fully assess them," Ms McKeefry said.

The new building will also house acute treatment, ambulatory care services and telehealth services along with new medical imaging facilities including nuclear medicine, ultrasound, X-ray, CT and MRI scanner.

There will also be a new café with indoor and outdoor dining and a florist.

This new development will connect to our main hospital via a corridor next to our current birthing suite. As part of this project

of works, a new contemporary birthing suite will be developed. This suite will feature a birthing bath and bed and create a relaxed environment.

This new expansion is the next stage following on from the hospital's state of the art operating theatres and kitchen. More work is set to follow.

"Our continued commitment to this community, and the feedback we have received directs our development and supports the provision of excellence of care," said Ms McKeefry.

St Vincent's Private Hospital Toowoomba was awarded the honourable inductee of the Hall of Fame at the Toowoomba Chamber of Commerce annual Heritage Bank Business Excellence Awards. The award recognises long standing Toowoomba based businesses who have excelled in their industry along with their enduring contributions to the overall Toowoomba region community.

CEO, Kathryn McKeefry accepted the induction on behalf of St Vincent's Hospital in recognition of the support the hospital has given to the community over the past 97 years. St Vincent's Private Hospital Toowoomba was established in 1922 by the Sisters of Charity and have grown to become the largest acute private hospital on the Darling Downs and Toowoomba's only private Emergency Centre, open 24 hours, 7 days a week.



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EMPLOYER OF CHOICE – FOCUS HR HELPING GROW POSITIVE WORK CULTURE

For those who know Focus HR, it should come as no surprise that they take their strategic goals very seriously. They were thrilled when, at their last annual strategic retreat, their team redefined their purpose in a very straightforward and motivating phrase - 'helping businesses build better teams'. In the last twelve months, the idea of supporting businesses to become Employers of Choice has come up over and over again in their strategy meetings, with the goal of giving local businesses a framework to help them attract and retain great quality employees. The Focus HR team feels strongly that this is the first step to support businesses to build amazing teams in a competitive employment market.

With eight years of consulting to local businesses under their belt, they know firsthand that we have many fantastic employers in our region and felt that they were well positioned to be involved in recognising Toowoomba's Employers of Choice. But they wanted to do this in a way that gave all employers an opportunity to participate and gave recognition in the local community for those businesses who are going above and beyond for their teams.

"We had been applying to the Heritage Bank Business Excellence Awards since 2014 and felt we had benefited greatly not just from our wins but also from the application process itself, so it felt like a logical choice to investigate the possibility of creating a new category in an established and well-reputed Award evening. Fortunately, both the Chamber and the Board were enthusiastic supporters and recognised the benefits for local businesses.

"As a people, leadership and strategy consultancy, we talk about helping our clients with their Employer Value Proposition to position themselves as employers of choice all the time, but we weren't sure how much uptake it would get from businesses, particularly in the first year. We were so pleased to have great applications, high-calibre finalists and inspiring winners. Clifford Gouldson Lawyers (medium to large employer) and Sweet Talk Café (small employer) have done amazingly well to stand out in a very competitive field. We hope all the applicants have benefited from

the process of capturing in one place all the ways they recognise and reward their teams and are using this information to position themselves as great employers, whether that is in their job ads, social media, websites or tenders. And we are excited to see how they build on their offering in their future applications", said Focus HR Director Naomi Wilson.

Local law firm, CGLaw took out the winners award this first year.

"Being recognised as an Employer of Choice is the culmination of the many great and inspiring team members that we have had over the past 13 + years in business. Our team members have added so much value and warmth to the CGLaw business for the benefit of our clients, referrers and the greater communities within which we serve. It is truly humbling to receive the positive feedback from our CGLaw family that they are happy with the culture that we all continue to create over time. To be recognized amidst such a wonderful community of successful businesses, large and small, established and emerging, is a real surprise.

"We have always aimed for continuous improvement within our business and looked at ways to foster a vibrant working environment. Over the past 12 months in particular, we have implemented a few large initiatives to help grow our team and build on our unique culture, so it's really rewarding to know that our team are feeling excited and engaged to be a part of our vision for the future of CGLaw. If we continue to think about how we might enhance this place and be open to constructive feedback no matter how painful it might be initially, we are destined for continued successes", said CGLaw Director Ben Gouldson.

"The Award proves that, without a doubt, our greatest asset is our team members (both past and present). Investing in your people and building a positive work environment is imperative to the success of any business. Our CGLaw team feel so much pride in the firm achieving the recognition through the inaugural Employer of Choice Chamber of Commerce Award".

WHY MENTORING IS A GOOD INVESTMENT

Dr Warren Midgley, leadership expert

Anyone who has had a good mentor will tell you that it is a good thing, but what makes it such a good investment?

Mentoring has been around for a very long time. We see it in master-apprentice, mother-daughter, father-son, elder-initiate learning relationships from antiquity in virtually every language and culture.

Placing children in classrooms to be taught by a teacher is a relatively new phenomenon in the history of human learning. Whilst school-based learning does have some benefits, it is clear that the old-fashioned model of a more experienced person providing one-on-one guidance to a less experienced person is still a very powerful and effective way of developing leaders.

One thing that makes mentoring such a good investment is that every person is different, and every context is different. There are plenty of books on how to be a good leader, but not all of the advice in those books will apply to every aspiring leader. We each have different strengths and abilities, and what works for one person may be completely disastrous for another. A mentor can help someone find out what works best for them.

Another reason mentoring is such a good investment is that all human beings have a deeply embedded need to speak face-to-face with another person. These days, it is getting harder and harder to find opportunities to do that. Because we are social beings, when we are deprived of human contact we stop thriving. Spending time speaking to a mentor can give us the energy and encouragement we need to take on the next big challenge.



Mentoring also brings great benefits to the mentor. I have mentored literally hundreds of emerging leaders over the years, and each one has taught me something new. Mentoring is a great way for mentors to stay in touch with what is happening in the world and to be challenged and stretched by new ideas.

These are just some of the individual benefits that can be reaped from an investment in mentoring. As a bonus, these benefits have a roll-on effect in the broader community. More effective emerging leaders is good for business. More experienced people having deeper connections with a younger generation is good for our communities. More young people empowered through human connection is good for the future.

It's pretty clear that good mentoring is a good investment for everyone.

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SOUTHERN QUEENSLAND COUNTRY TOURISM

Southern Queensland Country Tourism represents the shire areas of Goondiwindi, Balonne, Western Downs, Toowoomba, South Burnett and Southern Downs.

Over the decades, tourism has experienced continued growth and deepening diversification to become one of the fastest growing economic sectors in the world. Modern tourism is closely linked to development and encompasses a growing number of new destinations. These dynamics have turned tourism into a key driver for socio-economic progress.

Tourism is a \$27 billion industry for Queensland, accounting for 7.8% of its gross state product (GSP). In the year ending June 2019, the state's residents welcomed 28.1 million overnight visitors.

The tourism industry provides residents of the Southern Queensland Country region (SQC) with 4.8% of their gross regional product (GRP). The region's 277,000 residents welcomed 2.3 million overnight visitors in the year ending June 2019. These visitors are mostly domestic, with 97% coming from within Australia.



SQC residents overwhelmingly agree that, because of tourism, there is: greater cultural diversity (90%), economic benefits (88%), an increased regional profile (87%), and new infrastructure (65%). residents are more likely than the average Queenslanders to recognise the impact of these benefits to the community.

Tourism globally continues to grow at around 7% per annum.

At Southern Queensland Country Tourism we have identified the need to ensure our destination is managed well for the future. With this in mind our major focus area for the future will be:

- Research/data...ensuring that we collect good data on the amount of visitors, their average spend, their average time spent in region and importantly the key indicators in their path to purchase on their holidays and their reason for travel.
- Industry development: Assist operators to be bookable and transactable, so that we can sell their product to domestic and International visitors and invite media and the travel trade industry to sample their wares.
- Change our membership model: that we become more valuable and relevant to our industry.
- Change Marketing focus: that we build our audiences and have world class messaging to consumers. Build a best in class website and build our social media audiences and provide the consumer with a seamless path to purchase to travel to our region.
- Advocate for increased funding for the region, and for all issues that affect our industry.

We look forward to working closely with The Toowoomba Chamber of Commerce and helping wherever we can especially in the Conference and Convention sector.



TOOWOOMBA CONFERENCES

Toowoomba Chamber has a strong history of supporting and collaborating with local organisations to ensure best value for our members and the local business community.

This is no different with our recent expansion into business tourism, after securing the Toowoomba Conferences tender from the Toowoomba Regional Council at the beginning of July 2019.

Chamber has spent the past six months rebranding Toowoomba Conferences and meeting with local venues, accommodation and service providers to ensure that all members are working towards the common goal of positioning Toowoomba as a premier conference destination.

This has been a great fit for Chamber as we already have strong ties to local businesses in the industry, providing us a strong platform to understand how strong business is in the tourism market, while identifying possible opportunities for business events and conferences to be hosted in Toowoomba.

With more than 80 meeting venues (more emerging each year) and 2000 accommodation rooms available across the region, air or road access, and a variety of destination experiences outside

of the meeting room, Toowoomba is in a prime position to host conferences of all sizes, across all industries.

Chamber is engaging with different industry representatives and local organisations, such as Southern Queensland Country Tourism, Business Events Queensland, Tourism & Events Queensland, Toowoomba Regional Council and Professional Conference Organisers Association, to broaden our network and source conference opportunities for the region to bid for.

With the Toowoomba region experiencing an unprecedented period of growth thanks to industry diversification and infrastructure investment – it's no wonder business delegates represent a quarter of visitors to our region.

Toowoomba Chamber is committed to increasing business tourism and ensuring that business visitors make the most of their stay in our region so that local businesses can experience the flow-on effect of their stay.

We want delegates visiting our region, tasting our local produce and extending their stay and spend across Toowoomba.



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Jessica Hannah (Sole Focus Podiatry), Tom Haydock (Lavish Contructions) & Jacob McVeigh (Signature Projects)



Nick Sheehan (EFEX - Technology Managed), Darren Copland (Emu Gully Adventure) & Sam Wright (Ambroissuen The Business Accountants)



Barry Bernoth (Bernoth Properties), Marcus Prialux (Clontarf Foundation), Jo Sheppard (University of Southern Queensland) & Cr Mike Williams (Toowoomba Regional Council)



Kosta & Jasmine Theodosis (HALO Properties), Tristan James (EFEX - Technology Managed) and Brent Nelson (Oritec)



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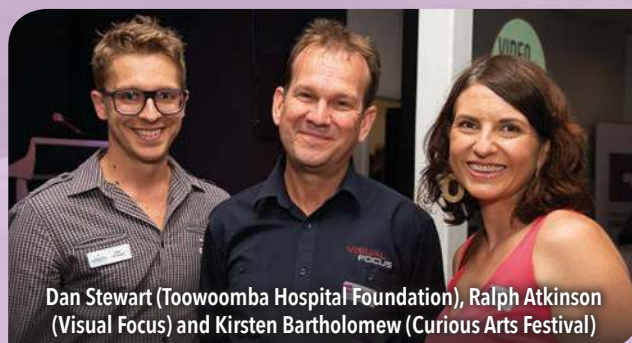
Rachel Edwards & Adrianna Williamson (Enterprise Legal) and Peter Regenberg (Reward Hospitality)



Chris Tang (LJ Hooker Toowoomba), David Snow (Peter Snow & Co) and Denis Wagner (Toowoomba Wellcamp Airport)



Bill Armagnacq & Kevin Potter (Heritage Bank), Peter Regenberg (Reward Hospitality) and Arjan Bloemer (Heritage Bank)



Dan Stewart (Toowoomba Hospital Foundation), Ralph Atkinson (Visual Focus) and Kirsten Bartholomew (Curious Arts Festival)



Megan Taylor, Kate Venables & Zoe Locke (CatholicCare Social Services)



Temka Orkhan & Jarrod Case (Rightsize Technology Group)



Meg de Wit, Izelle Barnard, Robert Kasch & Timothy Carney (Toowoomba Wellcamp Airport)

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BUSINESS CONNECT

The Toowoomba Chamber were delighted to launch their Business Connect | Skilled Migrants and Refugees project at Fitzy's on the 15th November.

We were joined at the event by Toowoomba Chamber members and other local businesses, migrant service providers and job seekers. This provided an opportunity for local businesses and job seekers from migrant and refugee backgrounds to connect and network.

At the event, the Business Connect promotional film was launched to the Toowoomba business community. This film showcases local migrant employment success stories, highlighting the many benefits to businesses of migrant employment and demonstrating to migrant job seekers what is possible here in Toowoomba.

Chamber believes this exciting project is the first step in building long term connections between our business and migrant communities, bridging the gap as such.

Our partnership with CatholicCare has allowed direct access to a pool of valuable skills available through their 'work ready' migrants. The promotion of this skill pool and the opportunity to build employment relationships that will help our Chamber businesses fill jobs, is one of the main focuses of the project.

If you are looking for employment solutions in your business, we encourage you to become involved in this project to address any

skills shortages you may have and assist in building a dedicated migrant employment pathway at the same time. Chamber's focus is on building long term sustainable employment for migrants choosing Toowoomba as their home.

Toowoomba Chamber would like to acknowledge CatholicCare Social Services and the Queensland Government for their support of this project. Minister Hinchliffe passed on his best wishes for the event and the project.

An excerpt from Minister Hinchliffe's letter:

"I would like to applaud the Toowoomba Chamber of Commerce for taking the lead in working to create the vital link between the Toowoomba business community and local job seekers from migrant and refugee backgrounds."

Since the launch of Business Connect, Chamber has received widespread support from all facets of the community. There have been some really positive outcomes come out of the Business Connect project. Some of these good news stories will be revealed in the next issue.

If you are interested in this project, please contact Toowoomba Chamber for further information.



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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

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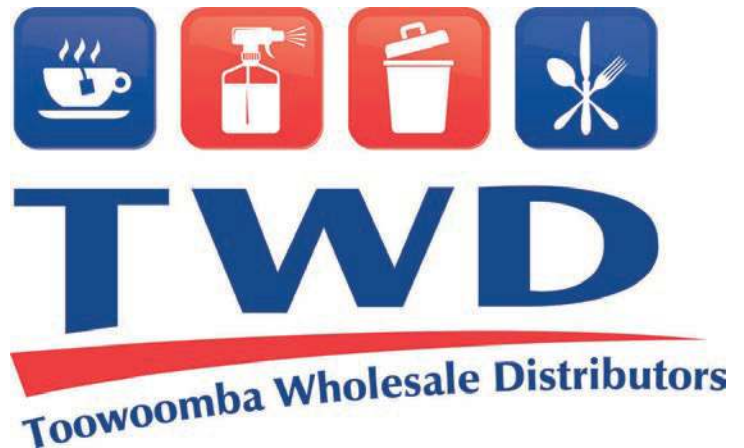
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