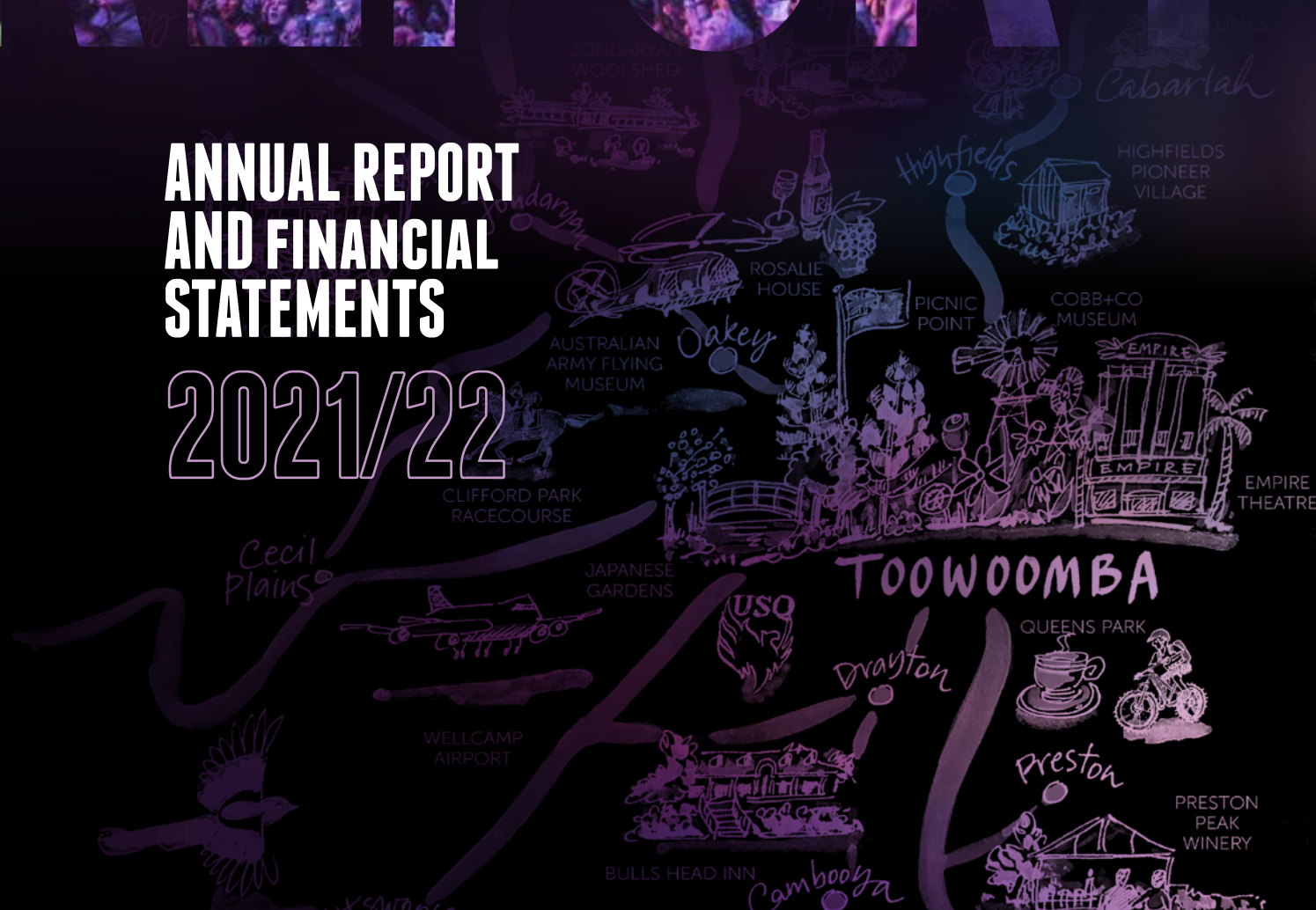


# ANNUAL REPORT

## ANNUAL REPORT AND FINANCIAL STATEMENTS

### 2021/22



# 2021/ 2022

## THANK YOU TO OUR VALUED PARTNERS



FOOD & AGRI  
NETWORK



Foundation Partner



Platinum Partners



The Chronicle



Heritage Bank



Gold Partners



Silver Partners



GRAND CENTRAL



Media Partner



FOOD & AGRI  
NETWORK

TOOWOOMBA  
CONFERENCES



# ANNUAL *Report*

## AND FINANCIAL STATEMENTS

### TABLE OF CONTENTS

President and Board Members.....Page 4

President’s Report.....Page 6

Thank You to Harrison Humphries.....Page 8

Treasurer’s Report.....Page 9

Advocacy.....Page 10

Future Leaders.....Page 12

Toowoomba Conferences.....Page 14

Food & Agribusiness.....Page 16

CBD RAC.....Page 17

Business Connect.....Page 18

Jobs Taskforce.....Page 19

Education.....Page 20

Purpose, Vision, Values & Goals.....Page 21

Members.....Page 22

Chamber Survey.....Page 24

Governance.....Page 25

Events.....Page 26

Chamber Connect Program.....Page 27

Financial Reports.....Page 28

**Toowoomba Chamber of Commerce** respectfully acknowledges the Traditional Custodians of the lands on which we live and work; the Jagera, Giabal and Jarowair tribes. We extend that respect to the Elders past, present and emerging for they hold the memories, the traditions, the cultures and the hopes of Australia’s First Peoples.



# 2021/2022

**TOOWOOMBA CHAMBER OF COMMERCE & INDUSTRY**

353 Ruthven Street,  
(Access via Russell Street)  
Toowoomba Qld 4350

PO Box 3629,  
Toowoomba  
Queensland 4350

PH 07 4638 0400  
ABN 78 423 372 476

**Office Hours:**  
8:30am - 4:30pm  
Monday to Friday



The Toowoomba Chamber of Commerce is one of Queensland’s largest regional Chambers. Together we represent a significant voice and as a group we can make a positive difference for our local business community. Contact our Chamber team today to learn more on how we can help you. We work for business. **Email:** [admin@toowoombachamber.com.au](mailto:admin@toowoombachamber.com.au)

# PRESIDENT'S Report

The past twelve months have seen the Chamber, as a small business itself, continue to juggle with the peaks and troughs that now represent the new COVID-normal landscape we inhabit.

As the financial year commenced, events and activities gained momentum, with our Business at Dusks continuing to grow in popularity and attendance, we partnered with members to co-facilitate or support their events and the BEA went off with a bang! All the while, we were listening to member feedback about the increased challenges of a reduced workforce, interrupted supply chains and housing becoming rarer than hen's teeth. In our advocacy role, we used our voice to highlight each of the issues so that the wider community were aware of the impact - and at the same time pushed for greater ownership to resolve these concerns by the relevant government.

Running in the background was the rollout of COVID vaccination policies that some businesses were navigating, whilst others chose to actively encourage staff to consider vaccination. It was for many of us, a whole new world of tricky HR and IR practices that caused sleepless nights as we tried to work out what was best for our staff and our organisations. And then the state rolled out new COVID restrictions in hospitality venues and once more we reviewed policies and practices.

I have to confess that in early January, I thought we might have hit a new equilibrium, as the restrictions lightened – but then came the hailstorm and wave after wave of COVID that knocked out our staff, as the virus cut swathes through the workforce. By March it felt like we might have righted ourselves, as COVID numbers reduced, our obsession with RATS decreased and our garden

city and region looked gorgeous with the rainfall we'd received.

It is clear that the past 12 months have once more proven our resilience, our ingenuity and our capacity to rise to the challenge, as businesses have grown, innovated and increased their customer base!

There is no question that when I accepted the very great honour and privilege of the role of President in November (did Harrison really say it was a couple of hours work a week?!), it would have been hard to anticipate some of the issues our members and city have dealt with – but I wouldn't change a thing!

Being a small part of the Toowoomba Chamber, whose passion and purpose is to connect, learn and influence, has proven to be loads of fun and the most amazing opportunity to learn more about the extraordinary breadth and depth of the industries who are based in Toowoomba and the wider Darling Downs region...

As a member organisation, we are only as good as our membership base, as strong as our sponsors and as passionate as our partners – so I want to say a HUGE thanks to each of you! We literally could not do what we do without your generosity, engagement and support.

Of course, the Chamber has a marvelous leadership team with our Vice Presidents Chris Black and Sam Wright, our Treasurer Myf Rigby and our Board Members: Jenni Butler, Gordon Grover, Rouz Fard, Matt Gregg, Jenny Rix, and Naomi Wilson. You each bring wisdom, insight and governance skills that make an awesome team! Thank you so much for your time, effort and commitment.

And finally, the Chamber team have kicked some exceptional goals as our membership numbers passed the magic 500, wonderful events



have continued to be delivered and issues have been picked up and responded to! Todd, Lucas, Georgie, Ally, Jo and Georgia, we are so very grateful for all that you do and the fab humans you are!

**KATE VENABLES**

*President Toowoomba Chamber*

# Chamber BOARD MEMBERS



**President,  
Kate Venables**

As the Executive Director of CatholicCare Social Services South West, Kate has spent the last 20 years working in the social services sector across Central Queensland, Darling Downs and South West Queensland. Covering more than 450,000 square kilometres in her executive role, she is aware of the invaluable benefits of collaboration and partnership across many sectors.

Stepping into the role of President of the Chamber at the end of 2021, Kate feels privileged to be advocating, influencing and connecting for and with the business community. She is also a committee member and Secretary for the RDA (Regional Development Australia) Board, and a member of TRC's Multicultural Advisory Committee.

Married to Cam, and mother of three adult children (28, 24 and 21), Kate is also committed to family and her local church community at St Barts. She squeezes in a bit of exercise, some baking and reading in her down time.



**Vice President,  
Chris Black**

Chris holds a double Bachelor Degree in Business and Commerce and is also a Graduate of the AICD. He is the chairman of Momentum Mental Health and is a proud mental health advocate. Chris was one of Australia's most influential financial advisers before selling the company he founded to an American Fortune 500 organisation. He is also an angel investor, mentor and consultant on a multiple of different projects which all link back to his strong passion for the business community.

Chris is married to Alisha and together they have three young boys. In his spare time, he is a junior cricket coach and cyclist who loves golf and any sort of sport.



**Vice President,  
Sam Wright**

Sam is a Partner at Ambrosiussen The Business Accountants, a CPA accounting firm in Toowoomba that provides taxation and management accounting advisory services focused on small and medium family businesses and not-for-profit organisations.

Sam has a fervent belief that a strong and thriving small business community is a bedrock for a successful society.

First involved with the Toowoomba Chamber of Commerce in 2011 as part of the Future Leaders Committee, Sam has enjoyed giving back to the Toowoomba Business community through his contribution to the Chamber.

He joined the Toowoomba Chamber of Commerce Board to fill the role of Treasurer from 2016 until October 2019 when Sam was elected as Vice President.

Sam has completed the CPA program, holds a CPA Public Practice Certificate and MBA through UniSQ, is a registered Tax Agent, and is enrolled in the Company Director's Course through the Australian Institute of Company Directors.



**Treasurer,  
Myf Rigby**

Myf is a Director at Accession3 Business Advisers, she is a Certified Practising Accountant, has a Bachelor of Business and a Diploma in Financial Services (Financial Planning).

Myf began her own business, in partnership, in 2009 and has not looked back. Her passion lies in the areas of strategic planning, both business and personal, disposable cash flow and asset growth.

Her ultimate aim is to see a stress free and comfortable lifestyle for clients and their families.

Myf has held community roles in Goondiwindi and has previously served on the board of Toowoomba Anglican School (TACAPS at the time). Myf is an advocate for education and improvement in all areas of personal, business and community life.



# Chamber BOARD MEMBERS



**Jenni Butler**

Jenni moved back to Toowoomba in 1991.

She worked for a large corporation for 10 years before purchasing a small business in Toowoomba, which she owned and operated for four years, employing five staff.

During this time, Jenni also commenced her career at TAFE Queensland in 1996 as an educator, which she undertook for 15 years until transitioning into management roles. She has a passion for training and enabling students to achieve through engaged and enthusiastic educators via a variety of contemporary delivery models.

Jenni Butler is the General Manager for TAFE Queensland South West region. She has over 27 years' experience in the VET sector as an educator, senior manager and executive director. Jenni has a passion for the sector and understands the importance of what training and skills brings to individuals, businesses and communities. Jenni is the chair of the TAFE at Schools Steering committee, tasked with reinforcing TAFE Queensland as the provider of choice for schools in Queensland. She holds a Bachelor of Vocational Education and Training and is a member of the Australian Institute of Company Directors.



**Gordon Grover**

Gordon is the founding Director of Specialised Property Consulting (SPC), a Project Management and Development Management Consultancy which provides a range of services to clients in the property industry.

Gordon grew up in Toowoomba and attended Concordia Primary School before completing his highschool at Toowoomba Grammar School. Following school, he spent a few years in Armidale at the University of New England before pursuing a career in Brisbane working for various contractors and consultants delivering some of the largest and complex projects in Queensland.

After 10 years in Brisbane and a short stint back in Armidale delivering the Armidale Hospital Redevelopment, Gordon returned to Toowoomba with his young family and the goal to establish his own business. Outside of business Gordon's family of three boys take up a lot of his spare time especially with school and sport.



**Naomi Wilson**

Naomi Wilson is a people and leadership expert, guest speaker, small business founder, and mother of two who works with small to medium business owners and managers to help them build winning teams and thriving businesses by getting their people, strategy and leadership right. She has been a guest speaker at international and national leadership summits and industry body conferences.

As well as being the Founding Director of Focus HR, Naomi is the Managing Director of local company, Toowoomba Stairs and Timberwork which is run by her husband, Scott; and Co-Director of TalentSpring, a new addition to the recruitment industry in Toowoomba.

Her passion for small business spreads beyond her own companies to a strong commitment to supporting the wider business community. Focus HR celebrates the success of its peers as the naming sponsor for the Toowoomba Chamber of Commerce Business Excellence Awards and category sponsor for Employer of Choice. Each year, Focus HR also donates over 10% of their services as bursaries, pro bono and in-kind support to local businesses and charities.

Naomi holds an MBA in HRM, is a certified member of the Australian Institute of Human Resources, was a finalist in the Australian CEO of the Year Awards, and her business, Focus HR, won the Australian Small Business Champion of the year in 2018 as well as Chamber Business Excellence Awards for professional services for five years running.

**Jenny Rix**

Jenny holds graduate and post graduate qualifications in organisational psychology, change management, HR, and IR. She has 12 years of senior management experience in the banking sector, as a People and Culture Business Partner and in the front-line leading large teams across multiple sites in a highly regulated and revenue driven industry, most recently with ANZ.

Jenny brings a keen business acumen and a values-based, purpose-driven approach to organisational culture and change. Understanding, influencing and growing people, and building sustainable future-orientated business is central to her purpose. She has led several organisational transformation projects within the finance sector, including experience within agile project methodologies.

She is currently the Director for Regional Development Australia – Darling Downs and South West, Chair of the Toowoomba Regional Jobs Committee, Co-Chair of the Darling Downs South West Trade and Investment Group and a representative on number of other peak industry bodies.

Jenny is also the owner of Bonjour Toowoomba International Language Centre, which aims to connect and cultivate cultural curiosity within Toowoomba, which is well known as a migrant and refugee resettlement hub.

Born and bred in country Queensland, Jenny has followed her career up and down the Eastern seaboard of Australia, living in cities and regional locations. For the last five years, she has been proud to Toowoomba home and is excited by the opportunity to apply the skills and knowledge acquired throughout her career, to help the wider community thrive.



**Rouz Fard**

Rouz Fard is the Associate Director (Industry and Community Partnerships) at the University of Southern Queensland; an experienced relationships manager and partnerships strategist with a demonstrated history of strategic industry and community collaborations, working in higher education partnerships to build a future-ready workforce in various sectors. Highly skilled in Learning Management, Tertiary and Vocational Education and Training, Industry Linkage, Business Development, and consulting with a great passion for regional Queensland. He is actively building mutually beneficial relationships between industry, communities, and the university to drive innovation in industry collaborations and regional outcomes for our communities through engagement.

Rouz is currently a board member of the Regional Development Australia DDSW, an executive committee member of the Australian Computer Society DSWC, a committee member of Toowoomba Regional Jobs Committee and an appointed member of Advancing Queensland's Regional Forum DDSW.



**Matt Gregg**

Matt has a broad range of work experience including agriculture, retail operations, sales and stock management, community services, community development, family intervention and crisis support. Matt has proven expertise in designing and delivering successful community programs. With help from important mentors, and through overcoming significant challenges in his own life, he has become a well-respected community leader. Matt works to balance his passion for helping others with love for his family and aims to be a role model for his children and community.

Matt is known for his dedication to empowering others as they pursue solutions to improve their lives. Having grown up in a rural setting, Matt understands the importance of a healthy business community to the region's overall well-being. He is dedicated to the local community and has a firm belief in the region's potential and its people.



MEMBER  
SINCE 2013



# Thank you HARRISON HUMPHRIES

*Chamber President from  
2019 to 2021*

## *How did you feel when you were first elected as president?*

My initial emotions were elation, joy, excitement and pride. I then felt a large sense of responsibility to our members, staff and board. I had big shoes to fill in that Joy Mingay did a sterling job as President before me - she was a hard act to follow in terms of the massive number of events she attended. I knew I couldn't match that given the demands of my day job, but I was determined to be as available as possible as one of the faces of Chamber.

One thing that surprised me was the high level of respect afforded to the Chamber by those who lead big businesses in Toowoomba. I had always thought of Chamber as a champion of small and medium local businesses, which it is, but the Chamber is also a leading advocate of businesses of all sizes to all levels of government.

## *What were some outstanding achievements during your time as president?*

It was both an honour and a privilege to lead such a longstanding and credible organisation, which plays a vital role for Toowoomba's business community. My goal as President was to ensure the Chamber built upon the solid foundations that I had helped as a board member install over several years. I'm proud that:

- Chamber's membership and sponsorship grew, particularly with Chamber's merger with Dine Darling Downs
- Chamber retained key staff, including CEO Todd Rohl
- Chamber held more networking and professional development events than ever before

- Chamber led the response to the major issues facing our local business community, including a lack of housing and a skills shortage
- Chamber's influence increased geographically with the advent of the Regional Business Alliance with chambers and progress associations across the Toowoomba region, including Progress Crows Nest
- Chamber's 'seat at the table' with all three tiers of government was maintained, including by successfully advocating for Toowoomba Regional Council to sign a Small Business Friendly Charter
- Chamber's board, and governance generally, enjoyed a period of overall stability and cohesion, buoyed by the development and implementation of a new strategic plan.

## *Tell us about some of your favourite Chamber moments*

One of the best things about being President of the Chamber was meeting new people I wouldn't otherwise have had the chance to meet. From micro business owners to the Queensland Treasurer, I never tired of hearing what mattered most to them at the time.

I also enjoyed the many opportunities to hone my public speaking, whether MC-ing B@Ds, welcoming guests to Business Breakfasts or chairing President Lunches with key stakeholders.

My two favourite events were the long lunch at Bunnyconnellen that was preceded by tours of avocado and blueberry farms and a distillery visit, topped only by the 2021 Business Excellence Awards, which was the pinnacle of my time as President.

## *Were there any challenges?*

Managing Chamber's place in the cluttered local business development

space and dealing with disgruntled stakeholders were two challenges I recall from my Presidency. However, they were opportunities to build strong relationships and I'm pleased to say we turned negatives into positives.

## *What thoughts do you have about Chamber and the business community as they evolve into the future?*

As the cost of doing business is rising more sharply than usual, the Chamber remains as relevant as ever. I believe Chamber's members want, and deserve, their Chamber to be a strong advocate, and so that ought to be prioritised.

With the Chamber board having a good mix of new and 'old' faces, resulting in the right quantities of experience and fresh ideas, combined with passionate and committed staff, I look forward to seeing what the Chamber has in store for its members and the Toowoomba business community generally.



# Treasurer's REPORT

# 2022



I think I can safely say we are all sick of hearing about what the 'new normal' or 'post covid' will look like. From my point of view, there is no such thing as normal, as a community we are always going to be impacted by what is going on at a global, national, and local level, whether that be a pandemic, war, inflation, recession, rising interest rates, land supply issues or a housing crisis etc.

As a small business in Toowoomba, like the rest of the small businesses in the region, The Chamber plans for the future using the information we have to hand, current legislation and current economic sentiment. The business parameters we work within are ever changing and as such our businesses and yours needs to be flexible, agile, and able to capitalise on opportunities and shield ourselves from detrimental factors as best we can.

*The 2022 financial year has resulted in a profit of \$97,732.*

When looking at the net asset position of The Chamber at 30 June 2021 and 30 June 2022, our total asset position has increased to \$374,722 from \$276,991.

*Income for the year has increased to \$1,044,757 up from \$692,466 in 2021. This is for several reasons:*

- firstly, membership numbers are increasing;
- secondly, whilst the Chamber held less events in the 2022

year, we had an increase in attendees, including the Leading Women's Luncheon series which has seen great support by the community to hear the stories of some very inspiring women;

- thirdly, grant income has increased for the work the Chamber is doing in the areas of Skilled Migrant's and Refugees; and
- lastly, there has been a material change in financial reporting.

Whilst The Chamber has always maintained some important partnerships based on mutually advantageous contra agreements, these have not been reported on in the financial reports. In the 2022 year we have brought to account in the Sponsorship income line all contra income associated with these agreements. The income is fully accounted for in the year the agreement is signed if the contra will be fully utilised within a 12-month period, the income remains as a debtor until the agreement has been fulfilled, at which time it will be moved to the associated expense category. Anything that will carry over the 12-month period has been reported in Accrued Income. This has and will result in some timing/reporting anomalies. The 2022 year has seen several agreements signed, \$95,241.

*Expenses have also increased to \$947,025. This is attributed to:*

- inflationary pressures associated with food and beverage increases;

- a commitment by the Board to enhance Toowoomba Chamber and member outreach;
- implementation of new projects like website renewal, and advocacy work associated with the development of the Toowoomba Performance Sentiment Index and the housing crisis;
- structural changes in the delivery of the Toowoomba Chamber, with a focus on using local businesses to provide our services and products with our oversight, increasing consultancy expenses; and
- wages, namely the Chief Executive Officer's salary of \$135,000.

We are a community based not for profit organisation, the increasing expenses show we are investing fully back into our members and the Toowoomba region.

The Toowoomba Chamber Board does not receive any remuneration for their service. With the exception of the monthly Business@Dusk events, Board members are required to buy tickets to all functions, like all other valued Toowoomba Chamber members.

The Chamber remains in a strong financial position to continue to bring value to our member and partner base as we continue to create connections, discover through learning, and influence others to help businesses flourish.

**MYF RIGBY**  
Treasurer

# Advocacy Influence

Toowoomba has more than  
**16,000 small businesses**  
with 98% of them employing 19 people or less.

That means that Toowoomba is a city built  
on small business and when we combine, we  
are a force to be reckoned with. Our members  
employ more than five thousand staff making  
them the sixth largest employer in the region.

There is strength in numbers.







JRS Skills Academy and TAFE Qld

*One of Toowoomba Chamber's foundation pillars is "advocacy" for local business. We exert influence where it is ethically appropriate and provide support and advice on issues that matter to our membership and to the future of business in the region.*

The Chamber wants to see the region grab opportunities that help businesses expand with more money flowing through the local economy. It is achievable but it requires the cooperation of and action by all levels of government.

With input from the business and the wider community, Chamber has advocated at local, state, and Australian government levels, seeking better conditions for small business.

Over the past 12 months we have continued to push hard on key priorities to assist small business now and in future. Two of our most compelling campaigns focused on the housing crisis and the skills shortage.

### *Housing Crisis*

The ongoing campaign about Toowoomba's housing shortage will continue until the issue is resolved because we know that the lack of housing:

- is a deterrent to business attraction
- is a disincentive to attracting a workforce
- impacts on the ability of businesses to deliver their services
- effects on the image of a city and
- inhibits business growth and success.

Our independently prepared advocacy piece shone the spotlight on this critical challenge facing our region, our residents, our business community. We will continue to work hard for solutions to future proof the region and to ensure the pipeline of business opportunity is not in jeopardy.

### *Skills Shortfall*

We understand the complexities of the region's skills shortage and how they challenge all levels of government and the business community. The Chamber has heard many stories from its members and the wider Toowoomba community about the impact the current skilled labour shortage is having on local businesses within the region.

In 2021, we brought together industry leaders from a broad range of sectors. We included the wider business community in the conversation to help develop real and immediate resolutions to this issue. The campaign focused on the outcomes like:

- increasing skilled and unskilled immigration levels
- housing reform
- employer training and
- employee upskilling.

In addition to these two big campaigns, we continued our efforts to:

- reduce government red tape
- put locals first in procurement
- offer a leg-up for small business
- accelerate infrastructure programs and
- revitalize the Toowoomba CBD.

Toowoomba Chamber also continues to advocate as part of the Darling Downs Regional Alliance through collaboration. This important alliance, was formed to facilitate:

- working together to coordinate policy and advocacy and training
- creating joint networking opportunities
- promoting business activities of both organisations.

This voluntary collaboration fosters growth, supports similar associations, and helps improve the business environment with the Toowoomba Regional Council boundaries.

The Toowoomba Chamber of Commerce is an independent organisation that will continue to advocate on behalf of local businesses at local, state, and federal levels to ensure the business community has a voice.





# Future LEADERS

*“I have found the Future Leaders Mentor Program to be highly beneficial, not only in my professional life but also my personal life. It has pushed me out of my comfort zone, and this has allowed me to grow. The opportunity to connect with a mentor from the business community is invaluable and the workshops have been very helpful.”*

Jacob Carlile

The Toowoomba Chambers Future Leaders Advisory Group (FLAG) provides a platform that supports the development of under 35-year-old entrepreneurs, business owners and employees who are paving the way for Toowoomba's future success and growth.

With thousands of young leaders working in many industries and throughout the Darling Downs,

the Future Leaders are the go-to network for young professionals and business owners in our region.

Future Leaders enables participants to develop strong networks that help further individual careers, forge friendships, encourage collaboration, empower upcoming young leaders, and overall strengthen the future of the Toowoomba business community.



*The following four key principles provide the framework of FLAG:*

- encourage leadership and entrepreneurial spirit of our local young professionals and business owners
- provide mentorship opportunities connecting with local business leaders
- boost engagement and networking opportunities
- provide access to leading local and national speakers to connect with, learn from and be inspired

*The year was highlighted by:*

**The Successful Re-Launch of the Future Leaders Mentor Program**

- The Toowoomba Chamber of Commerce and CatholicCare Social Services joined forces to renew the Future Leaders Mentoring Program (FLMP) in 2021.

The Future Leaders Mentoring Program (FLMP) commenced in 2016.

It has been hailed as a successful platform for individual personal and business growth for the region's future leaders. Helping individuals to thrive, meet their goals and go after their dreams.

The FLMP aimed to foster connections between the younger members of our business community (mentees) and the best leaders that our region has to offer (mentors), support future leaders of our region in their career development as well as providing a forum to give back to the small business community, which is the driving force of our economy. Mentoring is a popular career development strategy, which allows a mentor to share their expertise and leadership knowledge with a mentee in a safe learning environment. We urge all employers to facilitate a mentoring program for future leaders.

The program provided a framework on which mentees and mentors participate effectively and collaboratively. Each mentor and mentee will communicate and achieve their mentoring goals to best fit their needs.

A platform for individual personal and business growth for the region's future leaders, the program is all about helping our up-and-coming business operators to thrive, meet their goals and go after their dreams.

The program to be run over 12 months and included monthly meetings between mentees and mentors, six workshops throughout the year covering topics such as leadership, mental health in the workplace, business strategy and financial acumen.

The program was proudly sponsored by CatholicCare Social Services.

We thank all mentors and mentees who actively participated in the mentor program.

The program will be relaunched in late 2022 with the support on Regional Development Australia Southwest and Employ Toowoomba.

**Future Leaders Professional Development Series**

– In 2021, the FLAG launched a professional development series in partnership with Power Tynan.

The series was a platform for individual and personal growth for the regions 35-year-olds and younger. Helping future leaders to thrive, meet their goals and go after their dreams. The series created learning opportunities and connections for the city's future leaders to support their career development as a

well providing a forum to network with other likeminded persons.

It allowed each presenter to share their expertise and knowledge with future leaders to help facilitate their own personal development. Topics covered included leadership presented by Focus HR, networking and communication presented by Southern Cross Austereo, business strategy and planning presented by Power Tynan, and people management presented by Classic Recruitment and Human Resources. Around 50 future leaders engaged in the series.

**Mental Health in our Young Workforce**

– FLAG, in partnership with NRG Services, JRS Manufacturing Group and Trademutt TM TIACS, engaged with the young workforce to share the ways mental health is being supported in the workplace and to listen to shared experiences from individuals progressing through their own personal mental health journey.

The event was proudly held at the Middle Ridge Golf Club.

**Battle of the Generations** – FLAG, in partnership with Fitzy's engaged with multiple generations to discuss current challenges and opportunities to address professional challenges and responsibilities. The event explored how the current and emerging business leaders are address mental health, climate change and workplace culture. The result, lively debate, clear generational differences, and priorities identified and greater understanding of each other recognised.



*The future leader's advisory group consists of:*

**Jacob Carlile** - Director (Qld Hot Property)

**Shelley Burchett** - Marketing Manager (Proterra Group)

**April Lancaster-Smith** - Marketing Manager (Excavation Equipment)

**Peter Rowe** - Senior Client Manager (Power Tynan)



Thanks to all the members of the Future Leaders Advisory Group for their commitment and contribution to the cause.



# TOOWOOMBA *Conferences*



## Data Report FY2021 - 22

50+



Event Leads

\$3.9m



Economic Impact

155



Average Event Size

1000+

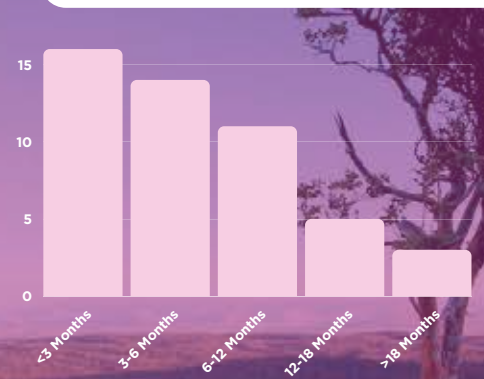


Web Users

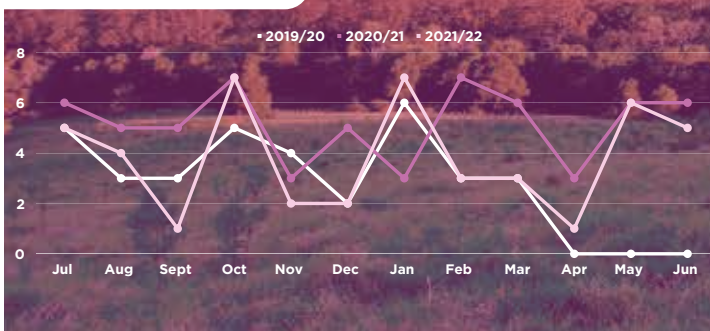
### Projected Economic Contribution Based on Enquiry



### 2021/22 Enquiry Lead Time



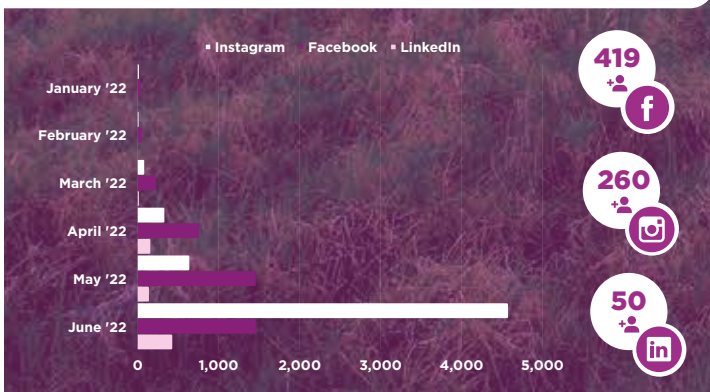
### Enquiries by Year



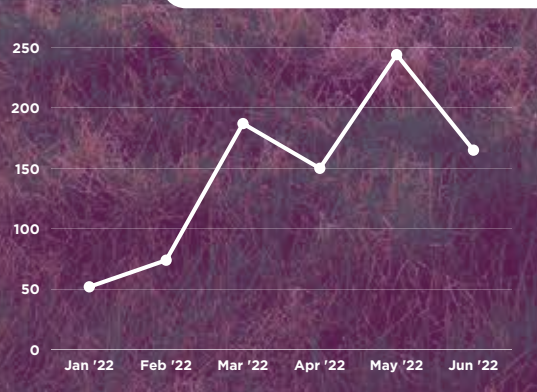
### Conversion Rate Increase



### Organic Social Media Impressions & Following



### Overall Website Traffic





## Challenges

In the final year of its three-year agreed term from July 2019 to June 2022, the recently completed financial year continued to be a tumultuous period as a result of the global COVID pandemic. While the Toowoomba region itself was not subject to LGA lockdowns experienced elsewhere in the state, the snap lockdowns affecting adjacent and metro Council areas did have a significant impact on the events that had been identified for the Toowoomba region. Examples of this included the Basketball Qld Boys State Championships and the PHN Conference, which resulted in an estimated \$162,000 decrease in the projected economic contribution to the region.

Apart from the LGA lockdowns, other external factors such as the borders closure, the rise of new strains (such as Omicron in January / February), and the vaccination mandate implemented for tourism and hospitality operators also meant limited opportunities to attract events across the region.

Also, as a result of the global pandemic, while the Toowoomba Conferences team had planned to take part in the Meetings & Events Australia Evolve trade show in September, and the PCO Association Conference in December, COVID lockdowns and outbreaks meant these expos did not proceed.

## Positive Results

However, despite the above concerns, the Toowoomba Conferences portfolio has supported 50 event leads during the 2021-22 financial year, and it is encouraging to see a strong level of enquiry continuing throughout the past two to three months as business returns to its “new normal.” Of the enquiries received by the desk, there is optimism about the high event lead conversion rate, with more than three quarters (77.5 per cent) confirming Toowoomba as the event destination. It is estimated that for all the event enquiries, the potential economic benefit for the region will be \$4.47million, with the confirmed events resulting in a contribution of \$3.89million.

This positive outlook has been thanks in part to the implementation of new initiatives and promotional activities to

drive the recognition of the portfolio and connections with local industry by showcasing the Toowoomba region as a viable business events destination in new markets.

## New Initiatives

This has been achieved through the hosting of a regular networking event for local tourism operators to encourage vendors to work together toward common goals. The first event was held in conjunction with Southern Queensland Country Tourism and the Queensland Tourism Industry Council to great reception with approximately 165 people registered. The second event was held in partnership with Gabbinbar Homestead and Minor Hotel (Oaks Toowoomba), which had been postponed from early February to late May due to COVID, yet still garnered a good reception with more than 120 people registered.

The Toowoomba Conferences team also undertook extensive work to build a website to host supplier information about conducting business events in the region, which is designed as a one-stop-shop type portal for event planners. This work began in October 2021 through the Toowoomba Chamber of Commerce’s Platinum Partner, Little Pig Consulting, and the website officially launched in mid-March 2022 along with the roll-out of a media and online social campaign. This website is continually reviewed, with new suppliers routinely being added to the database as they are identified.

As part of the digital campaign in March, Toowoomba Conferences also developed a LinkedIn page to communicate to targeted event planner audiences, particularly those based in Eastern capital cities. Adjacent to the social media content creation, the team also launched a regular bi-monthly email newsletter that is distributed to Professional Conference Organisers (PCOs), event planners who had previously contacted the desk, and local industry contacts, which has received positive feedback from recipients.

Through the development and integration of these initiatives over the quarter-four period, Toowoomba Conferences is already starting to see the positive results of this roll-out with enquiries received from PCOs

and event planners from as far afield as Melbourne and Adelaide. The continued promotion of the region as a business events destination has also garnered several enquiries for 2023 events, in contrast to smaller and shorter-lead time events as had been experienced in the past financial year.

In addition to these new initiatives, the Toowoomba Chamber of Commerce has continued to emphasise its engagement with major industry stakeholders across this sector including Southern Queensland Country Tourism, Toowoomba Regional Council, Toowoomba & Surat Basin Enterprise, Regional Development Australia, Western Clydesdales, Wagner Corporation (including Wellcamp Airport and associated precinct facilities), Friends of Quarry Gardens, Inland Rail, and many others.

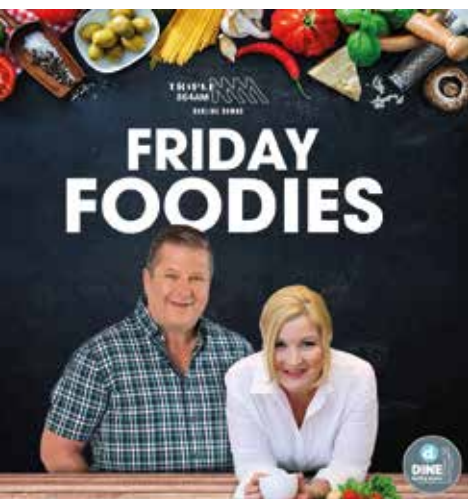
## Key Learnings

The provision of support for bids and tenders has been very limited over the past year, which is due in part to the hesitation in conducting events but is also due to the limited facilities available across the region. For example, of the bids that were brought to the desk for consideration, the requirements for the two bids considered could not be met due to the current infrastructure within the region.

Interestingly, the Toowoomba Conferences has received several enquiries in recent months for dates over September, which is universally considered a popular month for conferences. An already limited number of venues and accommodation, combined with the influx of visitors for the month-long Carnival of Flowers, has meant that some event organisers have chosen a different destination.

## July 2022 and Beyond

In April 2022, Toowoomba Regional Council advised the Toowoomba Chamber of Commerce of its intention to put the management of the Toowoomba Conferences portfolio out to tender for the 2022 – 2025 period. The Toowoomba Chamber, in association with one of its member businesses, has submitted a response to this tender and is awaiting a decision on this matter from Council about this continuation.



**FOOD & AGRI**  
NETWORK

# FOOD AND AGRI *Network*

The growing food culture in Toowoomba includes cafes, restaurants, food outlets, merchants, local farmers, and food producers. The Food & Agri Network (FAN) is dedicated to promoting the development of this vital industry. The FAN advisory group has met regularly to discuss and strategise how the Toowoomba Chamber of Commerce can support local companies to expand supply chain prospects and help those in the sector to increase their long-term profitability and sustainability.

Now in its fifth year, FAN keeps expanding a network of possibilities for the food and agricultural industries. Despite encountering obstacles, the network has organised gatherings, created publications and encouraged networking opportunities to help the Toowoomba food and agricultural sector establish deeper connections and involvement.

During the last 12 months, the Toowoomba Chamber FAN organised or was involved in several exciting events and activities:

**Farm Fest 2022** – To better understand the potential and problems faced by the food and agricultural sectors, FAN proudly set up a booth at Farm Fest 2022. This allowed the FAN group to learn more about these issues and guide its goals and course of action. It was also a fantastic chance to demonstrate its capacity to support them and the sector while fostering beneficial relationships with other stakeholders.

**2022/2023 Local Produce Directory** – This resource was created as a tool to link our regional food producers with nearby cafes and restaurants in support of local supply chain possibilities. From eggs to honey, garlic to pork, nuts to wine, this directory includes a comprehensive list of all regional producers from the Darling Downs. The guide has been made available on our website and distributed to cafes and restaurants in the area, giving regional chefs an easy and convenient way to connect directly with the suppliers.

### **Dine Darling Downs Partnership**

– The Toowoomba Chamber’s FAN facilitated a new collaboration with Kristen O’Brien at Dine Darling Downs to celebrate and promote the region locally, nationally, and internationally as a foodie destination. There has never been a better opportunity for Toowoomba’s food and hospitality industry. With the combined power of the Toowoomba Chamber and the Dine Darling Downs network, our regions’ produce, and foodie businesses have been featured on several digital platforms and are regularly achieving over one hundred thousand impressions per month.

**Locals4Locals** – This initiative has featured several events focused on showcasing some of the region’s fantastic food and beverage suppliers. COVID-19 significantly impacted the hospitality industry, and these events provided a way to promote a deliciously wide variety of outstanding local businesses, produce and producers. Locals4Locals has proven to be a hit, with many people getting together for after-work drinks and food on the beautiful grounds of the Empire Theatre Church.

*The FAN consists of a group of dedicated and experienced members and includes:*

**Dan Farquhar** - The Finch, The Finch Range and iCooked;

**Sally Boardman** - Sunnyspot Farms;

**Jeff Schultheiss** - Darling Fresh Consulting and Darling Fresh Smoke Haus; and

**Kat Lynn** - Foodie Shots.

**Matt Gregg** - Toowoomba Chamber Board Member.

On behalf of the entire Chamber Board, I would like to thank all our advisory group members for their support, dedication, and assistance in a very active year for the FAN.

**MATT GREGG**





# CBD – REVITALISATION ADVISORY COMMITTEE

*We continue to work hard to harness that power and opportunity of the CBD for residents and visitors.*

The CBD Revitalisation Advisory Group does what it can to make the CBD be known as a destination for locals and visitors, that enables business to thrive. The CBD is the heart of the region. It is a community gathering space. It will adapt and change.

Toowoomba's CBD is rich in history. Its heritage and physical composition comprised of an intricate layered network of streets and laneways create an unbelievable canvas to deliver unique experiences and build dreams.

We will continue to build the case and a BIG vision for the CBD.

A destination that includes a 25,000-seat stadium and a convention centre to attract national and international events. Connected to the region's townships and the CBD, with light rail linking Baillie Henderson Hospital, the CBD and UniSQ and the Queensland capital just a short 45-minute rail trip away.

A living CBD that is activated 24/7 thanks to new housing, close by tourism destinations like the

Quarry Gardens and a new, fit-for-purpose, Regional Art Facility.

A CBD with a diversity of travel options and arrangements including, improved public transport, and a multi-storey car park and long-term parking options on the eastern side of the CBD.

#### **This year the CBRAC:**

- Continued to investigate the role of the CBD, public assets interventions, activation, car parking, connections, and brand.
- Continued to focus on how we activate the CBD to increase foot traffic, celebrate and promote the CBD as an individual brand locally, nationally, and internationally and what public infrastructure investment we see as a catalyst for transformation.
- Continue to promote the CBD with Toowoomba Regional Council and Southern Queensland Country Tourism in the development of CBD Campaign Videos.
- Promoted the Buskers Festival achieving outreach of over 10,000 people.

- Continue the Christmas in the CBD and Carnival in the CBD programs.

*The CBRAC is led by Toowoomba Chamber Board Member Grover. Its members include:*

- Ben Apsey** – Globetrotters
- Chris Gay** – ELIA Architects
- Chris Stewart** – LG Hooker
- Mitchell Bernoth** – Bernoth Properties
- Kerry Saul** – Empire Theatre
- Michael Truskinger** – TRUSports
- Peter Marks** – Ray White
- Jasmine Theodosis** – The Met

On behalf of the Toowoomba Chamber, I would like to personally thank all members of the CBRAC for their passion and dedication to work collaboratively to make the CBD a destination that both locals and visitors want to come and explore, play, unwind and stay a night or two or three.

**GORDON GROVER**



# BUSINESS *Connect* SKILLED MIGRANTS AND REFUGEES

*Creating connections and supporting diversity and inclusion by breaking down barriers to migrant employment to promote a culturally diverse business community.*

After a period of disruption due to COVID-19, one of the main goals of the 2021/2022 program has been to re-establish the program outreach and collaboration and build momentum again.

The majority of outcomes from this program are indirect in nature, with the flow on effects of Chamber's facilitation and connections leading to employment outcomes.

Some key outcomes from the 2021/ 2022 Business Connect program include:

- A successful migrant networking event was held in November 2021. The event was well attended with 65 employers and migrant and refugee jobseekers in attendance. Direct introductions to employers and the expansion of networks are seen as some of the key benefits of attending Business Connect Networking Events. These events will continue in 2022.
- Development of a promotional film showcasing local migrant employment success to inspire future migrant employment. The film was developed off the back of the Business Connect Networking Event held in November. Key messages about the Business Connect project are highlighted throughout the film showcasing prior migrant and refugee employment success stories.
- In utilising innovative approaches to further educate migrant and refugee jobseekers about Australian workplaces and connect them with Chamber businesses, a pilot 'micro experience' site visit was conducted at Tilly's. This initiative proved invaluable in providing a frame of reference of what an Australian workplace looks like to participants and in gaining an understanding of employer expectations.

- Strong business engagement across the Toowoomba Chamber membership reflected in the solid attendance at the networking event; the level of interest expressed by businesses in conducting future workplace tours for migrant and refugee jobseekers and businesses are starting to contact Toowoomba Chamber directly for job applicants.

In partnership with CatholicCare Social Services, the Business Connect project received 12 month's funding from the Department of Children, Youth Justice and Multicultural Affairs (CYJMA) to conduct a study into 'Facilitated Regional Migration.' The main outcome of the project is to develop a regional migration blueprint. In doing so, the merits of sustainable resettlement of migrants and refugees into regional areas for employment will be assessed via a pilot project.

The aim of this pilot project is to assist regional migration from Toowoomba to the Balonne Shire by connecting, facilitating and supporting meaningful employment partnerships leading to resettlement.

The project will be led by Toowoomba Chamber of Commerce and CatholicCare Social Services and supported by the Balonne Shire Council and St George and District Chamber of Commerce.

As per the project outcomes, a regional migration blueprint was prepared and submitted to the Department of CYJMA for approval along with project learnings and recommendations.

A summary of the project outcomes include:

- The foundations for resettlement have been laid.
- Key partners have been engaged.
- Connections have been facilitated in both the receiving and migrant communities.

- Migrants and refugees interested in pursuing resettlement to St George have been identified.
- Key motivations for resettlement have been identified, including greater family opportunities – long-term & meaningful employment, the opportunity to buy a house and new challenges in a new environment.
- Challenges have been raised and are being addressed, in particular housing in St George.
- The next steps have been identified.

In 2022, also in partnership with CatholicCare Social Services, the Business Connect Project received further funding of \$25,000 from the Scanlon Foundation to continue connecting our migrant and refugee community with potential employers.

In 2022, Chamber received \$64,000 from the Department of Employment, Small Business and Training (DESBT) under the Small Business Engagement Framework Program.

This funding will be used to consult with industries experiencing skills shortages and connect businesses within these industries with migrant job seekers looking to work in the target industry.

Toowoomba Chamber will host a series of industry specific networking events, over the next 12 - 18 months. The networking events will incorporate key industry speakers and Chamber businesses will be connected with industry specific migrant jobseekers. Industries facing the biggest skill shortages will be represented. Target industries include Logistics, Construction, Agriculture, Tourism & Hospitality, Health and Professional Services. The first networking event is scheduled for August 25th and will showcase the labour shortage challenges being experienced in the Construction and Logistics industries.

# JOBS TASKFORCE

## Roundtable

*Due to the evolution of the employment landscape at the end of 2021, in collaboration with the Jobs Taskforce members the Chamber realigned the taskforce to look at the skills shortage in the region. This change was based on the skills shortfall being raised by many of the Chamber members as a critical challenge. All existing members of the Jobs Taskforce were invited to continue their involvement with the realigned group.*

*The membership for the newly formed Jobs Taskforce included:*

**Jim O’Dea** – Proterra Group

**Trudi Bartlett** – RDA South West

**Lance Hinrichsen** – Tilly’s  
Crawler Parts

**Sean Clancy** – Swanky

**Naomi Wilson** – Focus HR

**Joy Mingay** – Classic Recruitment

**Jenni Butler** – TAFE  
Queensland South West

The Chamber held a Skills Shortage business breakfast in November 2021. With the help of facilitator, Naomi Wilson and other panellists, the Toowoomba Chamber and the wider business community identified the following 7 key issues as those needing to be addressed for our region:

*The Jobs Taskforce is led by / included:*

1. Toowoomba’s reputation as a place to work
2. Housing and other accommodation
3. Depletion of the talent pool
4. Competition across industries
5. Competition across locations
6. Availability of labour
7. Rethink the offer

Key actions that were undertaken by the Taskforce included:

- A survey of local businesses to determine why do people call Toowoomba home and why did they stay. This was included as part of the Toowoomba Business Sentiment Index which was released in July 2022.

- Engagement with the Federal Government Local Jobs Taskforce to include a priority that focusses on the funding local business education.
- Completion of a promotional video of Why Toowoomba which was distributed through the Chamber networks and to members.

In June 2022 it was determined by the members to disband the Taskforce on the basis that most of the activity identified by the Skills Shortage breakfast is being actioned by another local group such as the Local Jobs Taskforce or the action had been completed.

The Chamber would like to sincerely thank, all the people who contributed to the Jobs Taskforce for their passion, commitment and contribution to the cause.

**JENNI BUTLER**



# Education REPORT

*Accessing up to date information, profession development and upskilling opportunities right here in Toowoomba is a core function of the Chamber.*

*Toowoomba Chamber has compiled a one-stop-shop with all the online resources to support your business needs. Webinars, podcasts, and online resources are divided into categories to assist you with finding out everything you need to know from wherever you may be working.*

This financial year, our members, via the member survey identified that they seek professional development support as an education resource and a dedicated page so we could be the conduit of much information about COVID-19.

The resource library continued to compile resources from the Chamber and its members to support business needs and included podcasts, webinars, and training.

Learnings from our members through the business breakfasts and lunches and video messaging continued in earnest.

Our members shared their experiences and solutions to current challenges including:

- industrial relations
- housing crisis
- tourism
- cyber security
- staff shortfall and
- government budgets.

The RSM 2030 Big Picture Series which provided perspectives of the economic benefits in Toowoomba. This strategic approach looked at the region's opportunities looking forward.

Talking one on one with our members we got to explore the trials and tribulations, challenges and opportunities and learnings about small business development, directly from our valued members.

A special professional development series was created for the city's future leaders. It involved 4 workshops with likeminded professionals delivered in partnership with Power Tynan.

Remember, we still have great articles and blogs on our website and would love to share your knowledge to the broader business community.

# PURPOSE VISION VALUES & GOALS

2022-2025

## PURPOSE

To be the *champion* of the local business community

## OUR VISION

To create connections, discover through learning, and influence others to help businesses flourish.

## VALUES

- We fiercely protect our independence
- Our members' success is our success
- Silence is approval, blame is forbidden
- We model the masters
- Return on investment depends on personal investment

## GOALS

*The Toowoomba business community are **connected** to the Chamber and each other and their individual and b2b profiles are boosted due to their Chamber membership.*

- Every Toowoomba business has received a Welcome to Toowoomba Business Pack from the Toowoomba Chamber.
- Chamber Membership exceeds 1000.
- Outreach messages reach 300,000 people in total, each month, across all platforms and utilising all media available to us.
- Toowoomba Chamber What's On platform is the "go-to" for what's on in the Toowoomba business and social calendar.
- Chamber initiatives and advisory groups continue to facilitate prosperity in strategic segments of the business community.
- We celebrate with the business community at the Business Excellence Awards with more than 800 guests
- There is a direct correlation between future Leader's network and Toowoomba's future success and growth.

*The Toowoomba business community utilise the Business Centre for Excellence as a shared **learning** environment to grow and develop their businesses and see the Centre as a fundamental source of their success.*

- The Toowoomba Chamber Business Centre for Excellence is operational.
- The Toowoomba Chamber Business Short Courses is booked out a year in advance. All learning events deliver at least one practical tool or resource to implement in the workplace.
- Members utilise our digital platforms to share their stories and learnings.

*The Toowoomba business community benefit from the Toowoomba Chamber's ability to cultivate the collective power of our membership to create change and are recognised as a primary source of **influence** and advocacy by government at all levels.*

- Membership, partnership, and event income continues to grow year on year. Income is derived by a diverse portfolio of asset classes.
- The Toowoomba Chamber is recognised as a micro and macro influencer.
- The Toowoomba Business Performance Index drives government policy change and investment.
- Our Why Toowoomba Campaign is recognised nationally.



# Members

## Member List

#tlcfortrc	Blackley Training and Technical	Darling Fresh Smoke Haus	Focal Point Photos	Identity Computing
4 Brothers Brewing	Bodega Bar	David Fredericks Computer Training for Senior Citizens	Focus HR	Impact Leadership
7Springs Building Services	Bonjour Toowoomba	DB3 Advisory Pty Ltd	Foodie Shots Photography	IN THE BOOTH - Toowoomba
95 Mary Street	Bookkeeping by CMS	DC Commercial QLD	Foxtail Productions	In2 Travel Australia
9Dorf Farms	Breakaway Toowoomba	Deii-Delicious	Freedom IT	Inclusion Access Ltd
A.T.F Toowoomba	Brikman Yoga	Demi International Toowoomba	Friendlies Pharmacy - Discount Drug Store	Innovate Air
Abby Ussher - Future Leader	Browns Office Choice	Department of Employment, Small Business & Training	Frontier Voice & Data	Irene Henley Essential Life Power
Aberfeldy Farm & Barn	BS & CM Hardy	Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships	Full Circle Projects	Irish Club Hotel
Ability Enterprises	Burke & Wills Hotel	Digimark Australia	FX Technologies Toowoomba	Jane and Henry Pty Ltd
Accession3 Business Advisers	Busitel Networks	Digit IT	Gabbinbar Homestead	JEFO Australia
Accountability BAS & Bookkeeping Services	Busy at Work	Dine Darling Downs	Gallagher	JG Audit & Assurance
Acumen Accounting & Business Services	Cafe De Velo	dms CREATIVE	Gallagher Benefit Services	Jilly's Cafe
Advanced Personnel Management	Cafe Valetta	Domestic Violence Action Centre	Garden City Constructions	Jim's Skip Bins Toowoomba
AIMBig Employment	Calibre Advisors	Donaldson Law	Garth Hamilton MP	Jim's Test & Tag
ALE Group Pty Ltd	Cancer Council QLD	Downs Group Training/ Apprenticeship Co.	Geoff Kath	JJ's Waste & Recycling
Aliva	Canning Tax & Advisory	Downs Industry Schools Co-op Inc (DISCO)	George Banks Rooftop Bar & Bistro	JLM SALON CO WORK SPACE
Ally Martell	Catering People	Downs Office Equipment & Supplies	Georgia Collins - Future Leader	Jo Capp
Alpine Refrigeration (Qld)	Catholic Diocese Toowoomba	DP Wealth Advisory	Georgie Carswell	Joe Doyle's JRD Accounting
Ambassador on Ruthven	CatholicCare Social Services	Dust2Clean	GHD	Joe Wagner Group Pty Ltd
Ambrosiussen The Business Accountants	CDI Pest Management	E & E Waste	Gip's Restaurant	John Peel
Andersens Toowoomba	Chamber of Commerce & Industry Queensland	Eakoh Australia	Globetrotters Travel & Cruise	Joshua Bamford
ANGCO COFFEE	Chip Saint	EFEK Technology Managed	Golden West Apprenticeships	Joshua Sarvari
Angie's Domestic Duties	Chong Co	EFM Health Clubs Toowoomba	Goodyear Autocare Toowoomba	JRS Manufacturing Group
Ann Bakery	City Golf Club	Elevate Communication	Grace Information Management	Kajoku - Korean & Japanese Cuisine
AON Risk Services Australia	Claire Hamilton Makeup Artist	ELIA Architecture	Graham Financial	Karan-An Asian Boutique Restaurant
Applegum Inn	Clarity Consulting	Elite Screening Australia	Grand Central	Kasper Inspections
Aqua4Life	Classic Recruitment & Business Services	Elliots Accounting	Greenridge Press	Kate Ruijter
Arbour Boutique Apartments	Clayton's Organic Beef	EMJAE Consulting	GRIVITY	Kath Dickson Family Centre
Armstrong Auto Group	Clear Pixel	Emmos Fine Foods	Ground Up Espresso Bar	Kehoe Myers Consulting Engineers
ARO Visas	Clifford Gouldson Lawyers	Empire Theatre	GTH Accounting Group	Kennedy Spanner Lawyers
Arrow Energy	Clifford Park - Toowoomba	Encores at the Empire	Hallmark Property	Kevin Anthony Creed
ARTC Inland Rail	Turf Club	Endeavour Foundation	Hammy's Cupcakes	Kiambram Country Cottages
ASKAFOODTECH	Clifton Chamber of Commerce	Energy Queensland	Hampton Irrigators	Kim Stokes Communications
Aspect Architects	Clontarf Foundation	Engage and Create Consulting	Hannas Toowoomba	Kingfishers Cafe Restaurant
AtWork Australia	Club Glenvale	Enterprise Legal	HappyToo Local Premium Delivery	Kinlan Consulting
Aurora Training Institute	Club Toowoomba	Envorinex	Harness Training	KP Protection Services
Australia Community Media	Club Toowoomba	Ergon Energy	HARO Civil Engineering	Laguna Serviced Apartments
Australia International Logistics	CNLWN Family Trust	ESBS Global	Harvey Norman - Computers	Lifeline Darling Downs & South West QLD
Australian Events	Cobb & Co Museum	Event Cinemas	HB Group	Lion and Shield Financial Planning Pty Ltd
Australian Red Cross Lifeblood	Coffee Gazette	Excavation Equipment	HealthWISE	Lisa Moore Book Keeping
Australian Retirement Trust	Commonwealth Bank Australia	Family Business Central	Help Employment & Training	Lite Haul Trailers
Awassi Cheesery	Community Access Care	Feather & Lawry Design	Heritage Bank	Little Pig Consulting
Bandland Toowoomba	Comtech-West Business Technology	Federal Hotel	Highfields Chamber of Commerce	LJ Hooker Toowoomba
Bank of Queensland	Concinnity	Ferriby Group of Companies Pty Ltd	Highfields Gourmet Meats	LocalTeam Australia
Bannock Brae Meats	Copper Bench	Fibonacci Band	Hip Pocket Workwear & Safety	Low Road Creative
Barry Sheehan Psychology and Consulting	Corella Office Furniture	Finch Legal	Hogans Family Jewellers	MacDonald Law
BASE Services	Country Caller Regional News	Findex Services	Homestyle Bakeries	Made With Love Toowoomba
BBS Communications Group Pty Ltd	Cracker Print & Paper	Fitton Insurance (Brokers) Aust	Hooper Accountants	Magnifico Entertainment
BE Power	Crackerjack Chicken	Fitzy's Toowoomba	Hope For Our Children	Magnify Wealth
Beadles	Create Consult Research	FK Gardner & Sons	Hope Horizons Inc	Make A Dent Leadership
Beauraraba Living	Creative Blinds Toowoomba	Flaglines Regional Placement Agency	Horizon Accounting Group	Maktrans QLD
Bell Potter Securities	Creevey Russell Lawyers Toowoomba		Hotel Norville Steak House	Mantra Architecture and Design
Bernoth Properties	Crows Nest District Tourist and Progress Association Inc		Houldsworth Design	Master Hire
Betros Bros	Dallas & Leone Hunter		Ice n Spice	McAdam & Turnbull Realty
Bishopp Advertising	Darling Downs and West Moreton Primary Health Network		Iceberg Mediation Australia	McCabe Consulting
	Darling Downs Tarpaulins		ICON Adventures	McConachie Stedman

# Members

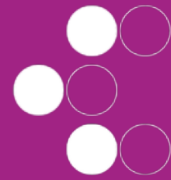
## Member List

McConaghy Properties	PB Agrifood	Rosalie House Cellar Door Restaurant	Synergy Accountants & Business Advisers Pty Ltd	Toowoomba Regional Council VENUES
McConnell & Saldumbide Criminal Lawyers	Pechey Distilling Co	Rotary Club of North Toowoomba	TAFE Qld	Toowoomba Serviced Offices
McNab Constructions Aust Pty Ltd	Peter Eldridge	Rowes	TalentSpring	Toowoomba Sports Ground
Mercy Services - CAMS	Petrena Windscreens	RSM	Tax Partner Pty Ltd	Toowoomba Trails
Merryl Miller	Petria Liana Designs	Russell Mineral Equipment	Taylor's Removals & Storage	Toowoomba Wholesale Distributors
Metiisto Artisan Chocolate	Pheonix Rising Group	Ryley Jewellery Creations	The Bakers Duck Pty Ltd	Top of the Range Gourmet Mushrooms
MFE	Phil Currey Management Consultant	Safe Resolutions Pty Ltd	The Brand Shop Agency	TrainWreck
Mia Rennick - Student	Piccolo Papa	Sage and Butler	The Chocolate Cottage	Transformational Brand Lab
Milk and Honey	Picket Fence Properties	SalesGrow	The Chronicle	Trevor Manteufel
Millmerran Commerce & Progress Inc	Pittsworth District Alliance	Sally Boardman	The Cube Hotel	Trevor Watts MP
Milton & King	Pizza Guardians	Salt Studios	The Curly Carrot	TruSports
Minor Hotels - Oaks Toowoomba Hotel	Platinum International Toowoomba	Samaa Links	The Downs Club	TS Burstows Funerals Pty Ltd
MIS Insurance Brokers	Platter of Fact	Sarah Jane Laskazeski - Future Leader	The Event Group Toowoomba	Tursa Employment & Training
MJH Finance	Porter Designs	Sarge's Barber Shop	The Farm Shop	Twin Pines Limes
MOA Benchmarking	Potters Boutique Hotel	Semloh Support Services	The Finch	University of Queensland - Southern Queensland Rural Health
MollyB Blogging	Power Tynan	Serengeti Print Group	The Graziers Daughter Souvenirs & Hampers	University of Southern Queensland
Momentum Mental Health	Precinct Urban Planning	Seven Toowoomba	The Handmade Collective	Urban Bakehouse
Monaro Club of Qld Inc	Prepare My Property	Shell's Kitchen	The Lighthouse Toowoomba	Urban Grounds Cafe
MonCheri blooms and event hire	Primex Field Days	Shiny Happy Art	The Macfab Group	Urth Cafe & Co
Monkey Business Catering	Property Chase	Shipshape Consult	The Met Hotel	Valknut Meadery Pty Ltd
Monty Brewing Company	Protea Place Inc.	Short Flix Media	The Mills Production	Vapiano - Grand Central
Morgan's Financial	Proterra Group	Signature Projects	The Newstead Group Pty Ltd	Veer Right
Mort & Co	Prudential Asset Management Pty Ltd	Simply Standout Marketing	The Pestman QLD	Venn Financial Group Pty Ltd
Mr Organic	Pulse DC Pty Ltd	Six of One Coffee Roasters	The Plate Restaurant	Ventia / Easternwell Group
Mrs G's Gourmet Pies	Pure Hair Toowoomba	SJA Media	The PR Media Co.	Veolia Environmental Services (Australia) Pty Ltd
MTA Travel	Qld Hot Property	Smile Fred	The Propel Group (RB Sellars)	VHD Studio
Muller Bros	Qteq	SMK Land Surveyors Pty Ltd	The Real Estate People	Vickery Holdings Pty Ltd
Multicultural Australia	Quadtech	Smoke & Mirrors Boutique	The Rock Pub	Vigour Graphics
Murdoch Lawyers	Queensland Cloud Solutions	Sofra Turkish Cuisine	The Royal	Visual Focus
My Little Blueberry	Queensland Country Marquees	Solar Power Store	The Spotted Cow	Wagner Corporation- Twba Wellcamp Airport
Myrtille	Queensland Professional Engineering Group	Southern Cross Austereo	The Stock Hotel	Warren J Midgley Leadership and Executive Coaching
NAB Toowoomba	Queensland Rural, Regional and Remote Women's Network Inc.	Southern Queensland Country Tourism	The Tatts Hotel	Wealth Factory
Navigate Finance and Lending	Quest Toowoomba	Specialised Property Consulting	The Toowoomba Gallery	Wearing Memories
NB Trades and Services Pty Ltd	R & O Communications	Spring Lakes Farm	The Trusted Advisor Network	Webster Cavanagh Real Estate Pty Ltd
NBN co	RAMS Home Loans	Spyder Displays	The Yarraman Business Group	Wellcamp ARFF
NCAPP Australia	Ray White Commercial Toowoomba	Square Peg Social Performance	Tiffany Wilson - Future Leader	Westbrook on The Rise Bakery
New Focus First Aid Training & Event Services	RB Finance Qld	St Andrews Toowoomba Hospital	Tilly's Crawler Parts	Western Clydesdales RLFC
Nicole Carlile -FL	RDH Integration Services	St Marys College Toowoomba	Toddlands	Western Edge Real Estate
Ninox Group Pty Ltd	Recognition Plus	St Patrick's Cathedral Centre	Toowoomba - 4350tv	Willow Vale Cooking School
Northbuild Construction QLD	Recruit With Me	St Vincent de Paul Society	Toowoomba and Surat Basin Enterprise	Wippell's Autos
NRG Services	Regional Development Australia Darling Downs and Southwest	St Leger Brockman	Toowoomba Anglican School	Work Wise HR
Oakey Beef Exports	Regional Roar	Legal Recruitment	Toowoomba Business Networkers	WorkCover Queensland
Oakey Chamber of Commerce	Reilly Real Estate	Stabliish Pty Ltd	Toowoomba Central Plaza Apartment Hotel	Workforce Positive
Octec Employment Service	Remedy	Stahmann Webster	Toowoomba Choral Society Inc.	YellowBridge QLD
O'Donnell's Bakehouse	Retrohex	Startup Toowoomba Pty Ltd	Toowoomba Christian College	You Belong
Oh Tilly Brand Photography	Reward Hospitality	Steakhouse Forty Eight	Toowoomba Farmers Market	YWCA Australia
OMG Donuts Darling Downs	Richard Moore - Individual	Step By Step Training	Toowoomba Golf Club Ltd - Middle Ridge	Zev's Bistro
O'Neill Family Law	Rightsize Technology	Stephen Henry Optometry	Toowoomba Grammar School	
Optus	River 94.9	Stirling & Truffles	Toowoomba Hospital Foundation	
Orgro	Roaring Entertainment	Stock Locker Pty Ltd	Toowoomba Indoor Sporting Arenas Pty Ltd	
Ortem Cafe	Robertson Scannell	Strategic Planners Pty Ltd	Toowoomba Pinot and Picasso	
PARF Company 10 Pty Limited atf The Coopers Gap Project Trust	Rochford Solicitors	StruXi Design Pty Ltd	Toowoomba Regional Council	
ParisiAnn Patisserie		Suncorp Agribusiness		
Pat Weir MP		Sweet Talk Coffee		
		Swift Energy Group Pty Ltd		
		SWQ Training Pty Ltd		





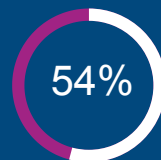
# CHAMBER SURVEY 2021



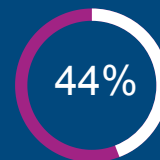
These top line results are a selection taken from the **Create Consult Research Toowoomba Chamber of Commerce Survey** across September and October 2021.



**One in Four Members Represented**



**Owner**  
#92



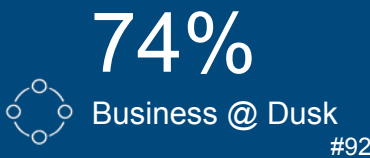
**Director | Manager**  
#55



**Staff**  
#3

## TOP THREE CHAMBER EVENTS

Multi-Choice



*I have gained not only a lot of knowledge, additional brand recognition and of course, the connections and contacts through building relationships at business networking events. This has been highly valuable.* **Director | Manager**

## TOP 3 EVENT & EDUCATION DRIVERS

Multi-Choice



**Industry Specific Lunches**



**Strategy and Support**



**Business Mentor Programs**

#125

## WHY A CHAMBER MEMBER

Multi-Choice



The Create Consult Research Toowoomba Chamber of Commerce Survey was active across September and October 2021. The Completed Full Sample totalled 125 People. 67% of completes were Chamber Members, with 33% Non-Members. 98% of the secured sample were business owners or operators in the region.



# Governance

**Toowoomba Chamber is committed to good governance.**

**Significantly, the Board resolved in policy that the Toowoomba Chamber suppliers and services are secured from the membership base first.**

The Toowoomba Chamber Constitution is our overarching governance document that set outs our purpose, objects, and the way the Board makes decisions.

**The objects for which the Chamber is established are:**

1. to establish a rapport with civic, business, ethnic and other sectors of the Toowoomba community and be recognised as representing and presenting the view of commerce to the general community on behalf of the business community of Toowoomba
2. to keep Members informed on important matters affecting trade, commerce and industry, retail, and tourism and to render a varied and comprehensive service to Members according to their requirements from time to time
3. to advocate for Members (individually and collectively) and for positive developments in the trade and commerce space generally, at a local, State and National level

4. to facilitate opportunities for Members to connect and develop mutually beneficial relationships
5. to facilitate and support professional development, training, and upskilling opportunities for Members; and
6. to facilitate opportunities for young people in business to be exposed to professional development and advancement opportunities.

The objects are reflected in our purpose, vision, values, and longer-term goals outlined in our Strategic Plan. [insert Strategic Plan].

The Chamber has a raft of other policies and procedures which embed the Board's expected behaviour and judgement for staff and contractors in and involved with the organisation and themselves.

These related to crisis management, finance and procurement, conflict of interest, Code of Conduct, Drug and Alcohol, Confidentiality, Cessation of Employment, Attendance at Work, Annual Leave, Personal, Long Service Leave, Parental Leave Guidelines, Work Travel Related Expense, Workplace Health and Safety, Sexual Harassment, Performance Management, Internet, Social Media and Email, Harassment and Bullying, Grievance Conflict Dispute Handling, Risk Management, Recruitment, and Equal Opportunity.



# CHAMBER EVENTS

2021/22





# CHAMBER *Connect* PROGRAM

*Toowoomba Chamber events enable connection and knowledge-sharing which builds business opportunity and capacity. Chamber plays a critical role in connecting members by helping them get established, getting to know the local supply chain and building a strong brand.*

This financial year, we remained at the mercy of COVID, which disrupted the delivery of Toowoomba's Number One networking event, Business@Dusk. Despite the challenges, the Toowoomba Chamber Connect Program continued to deliver and meet the needs of our members.

In 2020-2021 we ran 53 functions, eight less than the previous financial year. However, we welcomed more attendees. A total of 4,659 people attended networking, learning and advocacy workshops and events.

Summary of workshops and events during the 2021-22 financial year:

- 9 Business@Dusk networking evenings
- 4 business breakfasts
- 3 business lunches
- 10 Workshops
- Reboot of Carnival and Christmas in the CBD.

## OUTREACH

The connection offering through our outreach has reached new heights in 2021-2022. A new website that facilitates greater self-regulation and member interaction through events, member to member offers, blogs and the like has enhanced member value. A combination of our regular events, YouTube channel, collaboration with Dine Darling Downs and a strident effort to build our online presence now regularly sees monthly outreach surpass 100,000.

## FOCUS HR BUSINESS EXCELLENCE AWARDS

Our proudest networking night is our night of nights, the Business Excellence Awards, which has a rich tradition in showcasing and celebrating:

- the diversity and dedication of Toowoomba's business community
- business achievement
- business best practice
- the significant contribution that business makes to the fabric of our fair city.

The Chamber's Business Excellence Awards has long been an annual highlight in Toowoomba, and 2022 was no exception as we reached more than 13 million people, had over 700 nominations and 134 applicants. And what a night it was! With 600 people in attendance, it was truly a celebration of LOCAL.

Of course, none of this would be possible without our partners. We are delighted to be joined by our naming rights and employer of choice partner, Focus HR. Our other BEA 2022 partners were: Tilly's Crawler Parts, Toowoomba Regional Council, Regional Development Australia Southwest, CatholicCare Social Services, Toowoomba Surat Basin Enterprise, Bank of Qld Rangeville, FX Technologies Toowoomba, Russell Mineral Equipment, The Chronicle, TAFE QLD South-West, Best Employment, Serengeti Print Group, Department of Employment, Small Business and Training and Excavation Equipment.

## FINALLY, A BIG SHOUT OUT TO OUR WINNERS

- Hall of Fame Inductee: ROWES
- Business of the Year: Mort&Co
- Micro Business of the Year: Watson's Plumbing and Gas
- Sole Trader of the Year: Askafoodtech Pty Ltd
- Future Leader of the Year: Amie Mish Wills
- Retail: Hogans Family Jewellers
- Best Regional Business: Better Movement Clinic
- Innovation and Technology: DataFarming
- Employer of Choice: NRG Services
- Community and Not-For-Profit: Best Employment
- Professional Services: Eastwood Early Education
- Industry: Mort&Co
- Health & Wellness: The Fit Lab
- Hospitality: Rosalie House Cellar Door
- Tourism: Rosalie House Cellar Door
- Gerry Doumany Export Award: Mort & Co
- People's Choice: Hammy's Cupcakes
- CEO Special Recognition Award: Angie's Domestic Duties





**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF  
TOOWOOMBA CHAMBER OF COMMERCE AND INDUSTRY INC.**

***Opinion***

I have audited the financial report of Toowoomba Chamber of Commerce and Industry Inc. (the Entity), which comprises the balance sheet as at 30 June 2022 and the income statement, and notes to the financial statements, including a summary of significant accounting policies.

In my opinion, the accompanying financial report presents fairly, in all material respects, the financial position of the Entity as at 30 June 2022, and its financial performance for the year then ended in accordance with the Associations Incorporation Act (QLD) 1981.

I conducted my audit in accordance with Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of my report. I am independent of the Entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to my audit of the financial report in Australia. I have also fulfilled my other ethical responsibilities in accordance with the Code.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

***Emphasis of matter – basis of accounting***

I draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist the Toowoomba Chamber of Commerce and Industry Inc. to meet the requirements of the applicable legislation. As a result, the financial report may not be suitable for another purpose. My opinion is not modified in respect of this matter.

***Responsibilities of management and those charged with governance for the financial report***

Management is responsible for the preparation and fair presentation of the financial report in accordance with the financial reporting requirements of the applicable legislation and for such internal control as management determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the Entity's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless management either intends to liquidate the Entity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Entity's financial reporting process.

***Auditor's responsibilities for the audit of the financial report***

My objective is to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:



- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedure that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the registered entity's internal control.
- Evaluate the appropriateness of accounting polices used and the reasonableness of accounting estimates and related disclosures made by the Entity.
- Conclude on the appropriateness of the Entity's use of the going concern basis or accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves a true and fair view.

I have communicated with the Entity regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.



Jessica Galvin

CA ANZ, RCA

Dated: 1 September 2022

Greenmount

## **TOOWOOMBA CHAMBER OF COMMERCE AND INDUSTRY INC**

**ABN: 78 423 372 476**

### **CONTENTS**

#### **FOR THE YEAR ENDED 30 JUNE 2022**

Income Statement	1
Balance Sheet	3
Statement Of Changes In Equity	4
Notes To The Financial Statements	5
Statement By Members Of Committee	9
Audit opinion	10

**TOOWOOMBA CHAMBER OF COMMERCE AND INDUSTRY INC****ABN: 78 423 372 476****INCOME STATEMENT****FOR THE YEAR ENDED 30 JUNE 2022**

	<b>2022</b>	<b>2021</b>
	<b>\$</b>	<b>\$</b>
<b>INCOME</b>		
ATO JobKeeper Subsidy (Assessable)	-	31,500
Business Awards	118,990	216,387
Conference Room Hire	182	-
FL Networking Event	-	4,909
Grants	186,516	72,500
Interest Received	484	1,100
Journal Advertisements Income	10,695	850
Memberships	141,255	115,479
Merchandise Sales	1,691	-
Non-Government Grants	-	13,920
Registrations	232,034	86,438
Service Fees	500	8,759
Small Business Expo	-	40,155
Sponsorship	352,409	100,469
	1,044,757	692,466
<b>EXPENSES</b>		
Advertising & Promotion	102,259	63,752
Annual Leave Provisions	(397)	5,740
Audio Visual	700	-
Bad Debts	483	2,005
Bank Charges	304	575
Business Awards	-	25,313
Consultant and Subcontractor Expenses	207,326	46,318
Depreciation	921	1,993
Donations	4,287	1,250
Electricity & Gas	5,304	6,016
Entertainment	1,602	1,619
Food, Beverage & Venue Expense	230,638	122,160
Hire of Plant	32,278	1,170
Information Technology Expense	14,528	6,838
Insurance	5,200	4,919
Legal Costs	4,624	633
Licences, Registrations, Permits	58	270
Meetings	8,786	4,098
Office Expenses	1,449	672
Postage/Printing/Stationery	23,448	228
Printing & Stationery	-	1,761
Prizes/Trophies/Certificates/Thank Yous	6,611	5,927
Professional Fees	-	15,396
Rent	27,523	30,947
Repairs & Maintenance	54	558

**TOOWOOMBA CHAMBER OF COMMERCE AND INDUSTRY INC****ABN: 78 423 372 476****INCOME STATEMENT****FOR THE YEAR ENDED 30 JUNE 2022**

	<b>2022</b>	<b>2021</b>
	<b>\$</b>	<b>\$</b>
Salaries	237,344	287,279
Speaker Gifts & Costs	-	631
Staff Amenities	794	305
Stripe/Membership Works Fees	1,732	-
Subscriptions & Memberships	6,293	3,364
Superannuation	22,879	27,015
Telephone	-	8,869
Website Expenses	-	2,600
	<hr/>	<hr/>
	947,025	680,221
	<hr/>	<hr/>
<b>NET PROFIT</b>	97,732	12,245
Retained earnings at the beginning of the financial year	276,991	264,745
	<hr/>	<hr/>
<b>RETAINED EARNINGS AT THE END OF THE FINANCIAL YEAR</b>	<u>374,722</u>	<u>276,991</u>



**TOOWOOMBA CHAMBER OF COMMERCE AND INDUSTRY INC****ABN: 78 423 372 476****BALANCE SHEET****FOR THE YEAR ENDED 30 JUNE 2022**

	<b>2022</b>	<b>2021</b>
	<b>\$</b>	<b>\$</b>
<b>CURRENT ASSETS</b>		
Heritage A/c 1029 0044 - S21	117,362	136,440
Heritage A/c 1029 0044 - S26	166,901	166,427
Stripe Clearing Account for Memberships Works	3,039	-
Trade Debtors	171,972	30,378
<b>TOTAL CURRENT ASSETS</b>	<u>459,274</u>	<u>333,246</u>
<b>NON-CURRENT ASSETS</b>		
Deposits Refundable	2,432	2,432
Plant & Equipment - at Cost	24,139	24,139
Less Accumulated Depreciation	(23,329)	(22,408)
<b>TOTAL NON-CURRENT ASSETS</b>	<u>3,241</u>	<u>4,162</u>
<b>TOTAL ASSETS</b>	<u>462,515</u>	<u>337,408</u>
<b>CURRENT LIABILITIES</b>		
Business Visa	996	1,751
Trade Creditors	28,393	14,322
PAYG Withholding	2,958	4,321
Superannuation Payable	3,987	6,692
Provision for Annual Leave	13,618	14,015
Other Creditors	(362)	(165)
Accrued Income	15,000	8,352
GST Payable	23,204	11,128
<b>TOTAL CURRENT LIABILITIES</b>	<u>87,793</u>	<u>60,417</u>
<b>TOTAL LIABILITIES</b>	<u>87,793</u>	<u>60,417</u>
<b>NET ASSETS</b>	<u>374,722</u>	<u>276,991</u>
<b>MEMBERS' FUNDS</b>		
Retained earnings	374,722	276,991
<b>TOTAL MEMBERS' FUNDS</b>	<u>374,722</u>	<u>276,991</u>

**TOOWOOMBA CHAMBER OF COMMERCE AND INDUSTRY INC****ABN: 78 423 372 476****STATEMENT OF CHANGES IN EQUITY****FOR THE YEAR ENDED 30 JUNE 2022**

	<i>2022</i>	<i>2021</i>
	\$	\$
<b>Retained earnings</b>		
Opening retained earnings	276,991	264,745
Net profit	97,732	12,245
	<u>374,722</u>	<u>276,991</u>

**TOOWOOMBA CHAMBER OF COMMERCE AND INDUSTRY INC****ABN: 78 423 372 476****NOTES TO THE FINANCIAL STATEMENTS****FOR THE YEAR ENDED 30 JUNE 2022**

The financial statements cover Toowoomba Chamber of Commerce and Industry Inc as an individual entity. Toowoomba Chamber of Commerce and Industry Inc is a not-for-profit association incorporated in Queensland under the Associations Incorporation Act 1981 ('the Act').

Comparatives are consistent with prior years, unless otherwise stated.

**1 Basis of preparation**

In the opinion of the Committee of Management, the association is not a reporting entity since there are unlikely to exist users of the financial statements who are not able to command the preparation of reports tailored so as to satisfy specifically all of their information needs. These special purpose financial statements have been prepared to meet the reporting requirements of the Act.

The financial statements have been prepared on an accruals basis and are based on historical costs modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

The following significant accounting policies, which are consistent with the previous period unless stated otherwise, have been adopted in the preparation of this financial report.

**2 Summary of significant accounting policies****Income tax**

The association is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997*.

**Leases**

Lease payments of operating leases, where substantially all of the risk and benefits remain with the lessor, are charged as expensed on a straight line basis over the life of the lease term.

All leases are considered to be short term (i.e. Leases with a term of less than or equal to 12 months) and leases of low value assets.



**TOOWOOMBA CHAMBER OF COMMERCE AND INDUSTRY INC****ABN: 78 423 372 476****NOTES TO THE FINANCIAL STATEMENTS****FOR THE YEAR ENDED 30 JUNE 2022****Revenue and other income**

Revenue is recognised when the amount of the revenue can be measured reliably, it is probable that economic benefits associated with the transaction will flow to the Association and specific criteria relating to the type of revenue as noted below, has been satisfied.

Revenue is measured at the fair value of the consideration received or receivable and is presented net of returns, discounts and rebates.

**In kind revenue and expenses**

- Revenue is recorded on signing of sponsorship agreement in a contra income account
- The expense is recorded on utilisation and is moved from contra to revenue account
- If agreement covers more than a one year period an entry is made to the accrued income liability account

**Change in accounting policy**

Note that in prior year in kind revenue and expenses were not recognised. The Committee determined that the change was required in order to disclose the true costs of operating the organisation.

**Business Awards**

Revenue from business awards is recognised on receipt regardless of timing of the awards.

**Membership**

Membership to the association runs for a 12 month period from the date of joining. Revenue is recognised on receipt of revenue.

**Grant Revenue**

Grant revenue is recognised in the income statement when the entity obtains control of the grant, it is probable that the economic benefits gained from the grant will flow to the entity and the amount of the grant can be measured reliably.

**Interest Revenue**

Interest is recognised on receipt.

**TOOWOOMBA CHAMBER OF COMMERCE AND INDUSTRY INC****ABN: 78 423 372 476****NOTES TO THE FINANCIAL STATEMENTS****FOR THE YEAR ENDED 30 JUNE 2022****Goods and services tax (GST)**

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payables are stated inclusive of GST.

**Property, plant and equipment**

Each class of plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation and impairment.

Items of plant and equipment acquired for nil or nominal consideration have been recorded at the acquisition date fair value.

At the end of each annual reporting period, the depreciation method, useful life and residual value of each asset is reviewed. Any revisions are accounted for prospectively as a change in estimate.

**Depreciation**

Plant and equipment is depreciated on a straight-line basis over the assets useful life to the Association, commencing when the asset is ready for use.

The Association has a capitalisation policy to fully depreciate any assets with a cost under \$1,000.

**Cash and cash equivalents**

Cash and cash equivalents comprises cash on hand, demand deposits and short-term investments which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

**Employee Benefits - Provision for Long Service Leave**

The liability for long service leave is recognised and measured at the present value of the estimated future cash flows to be made in respect of all employees with 7 or more years service at the reporting date. In determining the present value of the liability, attention rates and pay increases through promotion and inflation have been taken into account.

No long service leave is accrued on the balance sheet as no current staff member has provided more than 7 years of service.

**Charges, securities or mortgages**

No charge, security or mortgage effects the associations property.

**TOOWOOMBA CHAMBER OF COMMERCE AND INDUSTRY INC****ABN: 78 423 372 476****NOTES TO THE FINANCIAL STATEMENTS****FOR THE YEAR ENDED 30 JUNE 2022****Provisions**

Provisions are recognised when the association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

Provisions are measured at the present value of management's best estimate of the outflow required to settle the obligation at the end of the reporting period. The discount rate used is a pre-tax rate that reflects current market assessments of the time value of money and the risks specific to the liability. The increase in the provision due to the unwinding of the discount is taken to finance costs in the statement of profit or loss and other comprehensive income.

**Critical Accounting Estimates and Judgements**

Those changes with governance make estimates and judgments during the preparation of these financial statements regarding assumptions about current and future events affecting transactions and balances.

These estimates and judgements are based on the best information available at the time of preparing the financial statements, however as additional information is known then the actual results may differ from the estimates.

**Key estimates - provisions**

As described in the accounting policies, provisions are measured at management's best estimate of the expenditure required to settle the obligation at the end of the reporting period. These estimates are made taking into account a range of possible outcomes and will vary as further information is obtained.

**Key estimates - receivables**

The receivables at reporting date have been reviewed to determine whether there is any objective evidence that any of the receivables are impaired. An impairment provision is included for any receivable where the entire balance is not considered collectible. The impairment provision is based on the best information at the reporting date.

**Key estimates - Useful lives of depreciable assets**

Management reviews its estimate of the useful lives of depreciable assets at each reporting date, based on expected utility of the assets. Uncertainties in these estimates relate to technical obsolescence that may change the utility of certain software and IT equipment.



**TOOWOOMBA CHAMBER OF COMMERCE AND INDUSTRY INC**

**ABN: 78 423 372 476**

**STATEMENT BY MEMBERS OF COMMITTEE**

The committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 2 to the financial statements.

In the opinion of the committee the financial report:

1. Presents fairly the financial position of Toowoomba Chamber of Commerce and Industry Inc as at 30 June 2022 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that Toowoomba Chamber of Commerce and Industry Inc will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the committee and is signed for and on behalf of the committee by:



Kate Venables



Sam Wright

Dated

31/08/2022





# TOOWOOMBA CHAMBER

## *Our Voice for Business*

**Advocacy:** Toowoomba Chamber of Commerce is an independent organization that advocates on behalf of local business at a local, state and federal levels ensuring our business community has a voice that is heard.

**Networking:** We offer a full program of member networking events that provides a platform to strengthen existing networks, develop new contacts and connect with business leaders to maximise growth opportunities for your business.

**Education:** Chamber offers many educational opportunities for members in the form of workshops, webinars and events with guest speakers and panel discussions.

**Strategy:** Chamber members also have the opportunity to contribute to key strategic projects that shape the future direction of our local business community while ensuring specific business requirements are considered.

For further information about Toowoomba Chamber  
Membership email [admin@toowoombachamber.com.au](mailto:admin@toowoombachamber.com.au)



TOOWOOMBA  
**CHAMBER** OF  
**COMMERCE**