

Ref: DM Doc# 10829046  
Contact Officer: Katie Fullerton  
Telephone: 4688 6425

25 January 2023

Todd Rohl - CEO  
Toowoomba Chamber of Commerce

By email: [ceo@toowoombachamber.com.au](mailto:ceo@toowoombachamber.com.au)

Dear Todd,

***Re: Administration and Red Tape Taskforce***

Thank you for your correspondence suggesting the creating an Administration and Red Tape Taskforce. Toowoomba Regional Council recognises the important contribution that small business makes to our community and regional economy and, as a member of the Small Business Friendly Councils, is committed to supporting regional small businesses.

Toowoomba Regional Council administers multiple and complex Federal, State and Local Legislation. Often occasions when Federal and State Governments have committed to red tape reduction it has resulted in the opposite effect and local government has no option but to regulate and enforce in accordance with their mandates.

The Toowoomba Chamber of Commerce members and businesses cover a broad range of businesses that have multiple touchpoints with Toowoomba Regional Council departments. It is important that Council understands the priority areas that will deliver most benefit to the small business community. The recent Chamber of Commerce survey results on "Administration and Regulation (red tape)" do not provide qualitative information to determine areas for improvement. As such, forming a broad "red tape" taskforce is unlikely to match the expectations of businesses or in areas that best deliver benefits. Further, it does not focus Council's resources in areas that provide benefits to most survey participants.

I prefer a more targeted approach in lieu of forming a broad taskforce. I propose that the Toowoomba Chamber of Commerce undertake further preliminary work with its members and businesses to better describe the issues that are of most concern including:

- identify the highest priority issues;
- specific challenges that affect their stakeholders
- specific areas to investigate potential solutions.

Council requires specific details of the issue, interaction, process, paperwork or regulation area that is considered to be excessive red tape that can be reviewed and acted on. Council will form focussed work teams to engage with Toowoomba Chamber of Commerce nominees and to methodically work through each identified and prioritised issue. Council will endeavour to work towards reducing red tape or clearly articulate why it can't be reduced.

I believe targeted work teams will be a productive method of solving administration inefficiencies and prove to be more beneficial to the business community than a broad Toowoomba Regional

Council Administration and Red Tape Taskforce. Small wins for specific issues identified by Toowoomba Chamber of Commerce stakeholders may be achievable whereas a taskforce with a broad charter to cut red tape is likely to be process driven and less targeted rather than outcome focussed.

Should you have any further questions please contact our dedicated small business Economic Development Officer, Katie Fullerton on 4688 6425.

Yours sincerely,



Brian Pidgeon  
**Chief Executive Officer**