

TSBE Annual Report 2016 - 2017

LINKING
BUSINESS

INVESTMENT
ATTRACTION

ADVOCACY FOR
OUR REGION



From the Executive Chairman

The 2016-2017 financial year has been one of the busiest and most rewarding years for TSBE.

TSBE facilitated the largest ever international, privately led, business delegation in Australia's history. More than 200 business people joined us on AccessChina'16, a flight direct from Toowoomba to Shanghai that also marked the first international passenger flight from Brisbane West Wellcamp Airport. The week-long trade mission generated over \$1million in publicity for the region, as well as \$350 million in potential business revenue.

Advocating for infrastructure and projects needed to see development across the region in a number of sectors is an ongoing core role of TSBE. To do this, multiple trips to politicians in both Canberra and Brisbane were undertaken to ensure that our region remains at the forefront. We are blessed with good investment in game changing infrastructure, however we will not rest on our laurels. TSBE launched an Infrastructure Priority List to guide infrastructure outcomes. It was pleasing to see the awareness and positivity for our region growing amongst our Federal and State representatives. The federal government's \$8.4 billion announcement for Inland Rail project is a testament to the work that we all have collectively done as a region. In particular, the section of rail from Gowrie to Kagaru is expected to consume 60% of the actual build cost. This contributes to the \$13 billion of work in the pipeline in the Toowoomba Region, as highlighted in our Development Status Report.

Federal department decentralisation has also seen Toowoomba picked as a potential location for the regional moves, thanks to our wide service capability, connectivity and industry. We have worked hard as a community to ensure that we are front and centre in these discussions.

Research championed by TSBE during highlighted the confidence in our region and importance of key sectors to our growth. The March 2017 CCIQ-Suncorp Pulse Survey of Business Conditions – the largest poll of its kind in Queensland – found confidence levels in the Toowoomba and Surat Basin region were significantly higher than the average of businesses state-wide. The Regional Australia Initiative's Pathfinder report also reinforced that transport and logistics, as well as our agriculture sector, will be game changers for the region's future. Business confidence and opportunity in the region drove the need for TSBE to open The Branch, a co-working serviced office space in the CBD, to attract new companies to the region.

TSBE and its FLA initiative continue to support export market development through pursuing international leads. We have been host to over 12 international delegations in the past year. Our Shanghai office led by Business Development Manager Wen Liu, has continued to assemble leads and enquiries, and host local companies looking to do business in China. FLA is also cognisant of capacity and capability building within our local industry.

TSBE is keen to strengthen major industry sectors in our region. As evidence of this, TSBE joined with the three major hospitals in Toowoomba, the Toowoomba Regional Council, and the Primary Health Network to sign a Memorandum of Understanding where all parties agree to collaborate to collectively develop the region's capability in health – especially in innovation, service capability and awareness.

Financially, the organisation has maintained a surplus. Working with partner regional council's including Toowoomba, Western Downs, South Burnett and Maranoa has seen TSBE's work encompass a wider footprint and



deliver value across the region and priority areas of each council.

Particular thanks as always needs to go to the Toowoomba Regional Council. Their funding support is critical. Special thanks also to the Western Downs Regional Council who greatly increased their support of TSBE towards the end of the year. This increase will see a whole range of initiatives delivered and reported on in the next Annual Report. Membership and support from the wider business community continues to drive TSBE's success, with more than 500 members in our extensive database, including diamond members IOR Petroleum, TAFE and USQ, and our 17 platinum members. Our media partners News Regional Media and MMM are also significant drivers of our advocacy and success.

Our Year at a Glance document further highlights the annual snapshot of our key undertakings and achievements for the region. We cannot begin to express our appreciation to our members. TSBE has made significant change to the economic development landscape in our small part of the world. With the support of Local Government and our members, TSBE and this region is now the envy of every other region in the country. The use of the word 'thanks' does not even begin to adequately convey our appreciation and gratitude to all our supporters for joining in our journey to make the Toowoomba and Surat Basin the most outstanding in the country.

Shane Charles
Executive Chairman
TSBE

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Highlights

MEMBERSHIP

TSBE and FLA's membership tipped over the 500, a significant achievement and sign of the region's involvement in development and industry undertakings. View our members [here](#).

TSBE relaunched its **website** in January, with an online member portal allowing members to renew and manage their membership preferences online.

TSBE held an in-depth review of our membership offer through an annual survey as well as focus group sessions which helped identify ways to increase value for members. These were:

- Increased communication and the ability to tailor email content to member interests through the website portal
- Small group networking and forming more business connections
- Delivering the right speaker/topic at events
- Creating more advertising and branding opportunities

EVENTS

TSBE held 33 events in 2016-2017 including three international conferences that attracted a combined attendance of more than 3600 attendees.

TSBE facilitated the largest ever international, privately led, business delegation in Australia's history. More than 200 business people joined us on AccessChina'16, a flight direct from Toowoomba to Shanghai that also marked the first international passenger flight from Brisbane West Wellcamp Airport. The week-long trade mission generated over \$1 million in publicity for the region, as well as \$350 million in potential business revenue. The Toowoomba

Transport and Logistics Symposium and 400m AgTech Investment Forum also attracted significant attendance, including mayors from the wider regions and industry representatives.

TSBE's annual Race Day and Golf Day's also provided unique networking opportunities for members.

Some of our event topics for the year included:

- \$3 Billion Star Casino Project Briefing (July 2016)
- Roma Hospital and Santos Project Update (August 2016)
- New Hope Group's Acland Coal Mine Stage 3 expansion (September 2016)
- Toowoomba Second Range Crossing – Nexus Project Update (December 2016)
- Prime Minister Malcolm Turnbull visiting address (January 2017)
- State of the Toowoomba Region (March 2017)
- Major Hospitals Development Update (May 2017)

MEDIA

We have ensured that our story is everywhere with our media reaching in excess of 3.5 million people.

In addition to that we featured in over 700 news items (200 more than the previous financial year) including well over 155 media releases, 60 television interviews. Our website receives 10,000 views each month and our average monthly reach with social media is now over 70,000. This included coverage in more than 80 outlets including Crikey, The Australian, Australian Financial Review, Courier Mail, Sunday Mail, ABC News, news.com.au, The Chronicle, Surat Basin News, Brisbane Times and ABC Landline.



YEAR AT A GLANCE

TSBE is the go-to organisation that links business with opportunity to achieve sustainable growth and diversity for our region. We exist to provide the support needed by business and the broader community to see the region reach its full potential. We are proud of the achievements we delivered in 2016-2017.

TSBE MEMBERSHIP
OVER
500
MEMBERS
with
213,896
EMPLOYEES

TSBE EVENTS

3,601
attendees

80%
of attendees are key decision makers

1,215

TARGETED INTRODUCTIONS FACILITATED

+

519

WORK AND TENDER OPPORTUNITIES

58
OVERSEAS INVESTOR/
BUYER INTERACTIONS

11
NEW BUSINESSES
WELCOMED TO THE REGION

\$13 billion

DEVELOPMENT PIPELINE

INFRASTRUCTURE PRIORITY LIST
(INLAND RAIL FUNDING ALLOCATED)

3
INTERNATIONAL CONFERENCES

- TSBE ACCESS CHINA
Toowoomba and Surat Basin Enterprise | OCTOBER 2016
- TRANSPORT AND LOGISTICS SYMPOSIUM
TOOWOOMBA | 2017
- 400m**
AgInnovate Investment Forum 2016

\$339,277
estimated Business Tourism brought to the region through TSBE events

MEDIA EXPOSURE

Reached an audience of over **3.5 million** people

700+ news items

155 media articles

60 television interviews

10,000 website visits per month

70,000 average social media reach/month

ACCESS CHINA
\$1,000,000+ worth of exposure for the region





ADVOCACY – INFRASTRUCTURE PRIORITY LIST

TSBE’s advocacy projects were discussed at all levels of government across the year, and include:

1. Melbourne to Brisbane Inland Rail Project
2. Motor Sports Facility
3. Quarry Gardens – Feasibility Study
4. Picnic Point Master Plan
5. Mountain Biking and Walking Trails
6. Overpass into Wellcamp Airport
7. Convention Centre + 5 Star Hotel – Feasibility Study
8. Motor Sports Facility
9. Railway Parklands
10. Increased CBD Parking
11. Nathan Dam

SURAT BASIN SUPPLY CHAIN

The supply chain team provided 1,215 targeted introductions and 519 work and tender opportunities. TSBE leads the way in local content initiatives and practical support to business.

The year was one of diversification into the renewables sector as the number of projects in the region grew. The team assisted with six solar projects as well as the Coopers Gap Wind farm project, located 50km south-west of Kingaroy. The team continue to work with the proponents and local supply chain network as they progress.

Spending and expansion continue on a number of existing projects within the resources and infrastructure sector. Shell are working on a \$750 million

expansion of their pipeline called Project Ruby and Santos are investing \$175 million in their Scotia field. Continuing with the Gas theme, Senex and Origin continue to invest in the region with the Queensland Government also reopening up new acreage in the Surat Basin for domestic gas development. Coal prices have also rebounded – we are keen to see further development in the region and we will continue to support the New Hope Group in pursuing the \$850 million expansion of their operations to Stage 3.

September 2016 also saw construction commence on the TSRC viaduct, an 800m long road bridge between the Lockyer valley and through the Toowoomba range at Mount Kynoch. TSBE talks regularly with all proponents and participates in the Nexus business advisory group to ensure the needs of our members are heard.

2016 - 2017 TSBE MEMBERS

FOUNDATION PARTNER



PARTNER REGIONAL COUNCILS



DIAMOND



MEDIA PARTNERS



PLATINUM



GOLD





The supply chain team also took members to Mackay to explore supply-chain opportunities with the Adani Carmichael mine, rail and port projects. TSBE also attended and showcased the region at LNG 18 and at the National Australian Logistics Council Conference.

FOOD LEADERS AUSTRALIA

TSBE's food, fibre and beverage initiative, Food Leaders Australia worked prominently in export, investment and innovation. Key projects included AccessChina'16, the Emerging Exporters Program Pilot, known as Western Downs Eastern Opportunities, free trade agreement forums and agribusiness

investment, as well as awareness with new markets.

Much of what underpinned the success of AccessChina'16 was the significant agricultural focus of the trip and the industry's involvement through Food Leaders Australia.

The Western Downs Eastern Opportunities program run saw six emerging exporters progress towards becoming export ready with one participant securing their first customer in Hong Kong. This was a highly successful pilot program.

CLICK HERE to watch a short video about the program.

FLA took a leading role informing members about the opportunities

available in newly-announced China, Japan and South Korea Free Trade Agreements through information forums hosted in Toowoomba, Kingaroy and via webinar.

FLA facilitated the second annual 400m AgTech investment forum for a crowd of over 200 business people in Toowoomba in May 2017. The day included keynote addresses, panel discussions and 12 AgTech pitches seeking investment.

TSBE/FLA and the Royal Thai Consulate Brisbane partnered to coordinate a highly successful Thailand Trade Mission between 15 – 18 November 2016 which identified and explored horticulture, infrastructure and construction market opportunities.

2016 - 2017 FOOD LEADERS AUSTRALIA MEMBERS

FOUNDATION PARTNER



DIAMOND



PARTNER REGIONAL COUNCILS



MEDIA PARTNERS



PLATINUM



GOLD



Audited Financial Statements

TSBE invests considerably in operating activities that support the business community, drive our advocacy efforts and attract the investment to support and enable infrastructure.

With all this activity it is pleasing to see in the **unqualified audit** that TSBE has maintained a surplus.

The Year ahead: Goals for 2017 – 2018

Looking forward to 2017-2018 TSBE has set out to do more for our members and grow our activity and impact across a range of areas within the organisation.

1. Continue momentum and growth of Food Leaders Australia through continued strategy development and a range of regular events that will increase interaction between members and strengthen the business community.
2. Regularly review and update infrastructure priorities to advocate with all levels of government to see more project progress for the region.
3. Support investment and workforce attraction with two magazines (Live Toowoomba and Live Western Downs) as well as producing factsheets, and information collateral.
4. Secure state, federal and private sector funding to coordinate multiple programs that support new and existing businesses to commercialise new revenue streams.
5. Surat Basin Supply Chain team to launch TSBE Exchange portal to support increased information sharing and tendering opportunities for members.
6. Support new and emerging industries including the renewables sector through information sharing, events and conferences such as: July 2017 – National Energy Summit and Nov 2017 Renewables Round-up.
7. Host a follow-on Access delegation in 2018 to promote the region internationally and create unique networking and learning experiences for TSBE's members and supporters.
8. Launch new eLearning platform for members.



家

杏汁
燉雞蛋

鮮蝦

SANDS SAKNA
淘金沙桑拿

嘉多莉餐廳
馳名蒸鮮魚 客家鹽焗雞

富臨酒家
富臨酒家

一粥麵
粥麵
粥麵

McDonald's

伍光堂

翠華餐廳

匯豐
民幣找換

匯豐

McDonald's



TOOWOOMBA AND SURAT BASIN ENTERPRISE

ABN: 85 155 004 523

Street Address

6 Ann Street, Toowoomba QLD 4350

Postal Address

PO Box 658, Toowoomba QLD 4350

P +61 7 4639 4600 **F** +61 7 4639 3416 **E** info@tsbe.com.au **W** www.tsbe.com.au

