

TSBE Annual Report 2018 - 2019

LINKING
BUSINESS

INVESTMENT
ATTRACTION

ADVOCACY FOR
OUR REGION



Chairman's Address

It is great to see TSBE going from strength to strength and continue to thrive under the leadership of CEO, Ali Davenport. TSBE is the leading economic development organisation in the country and we continue to link businesses with opportunity, to drive economic growth and diversity for our region.

I want to thank the entire TSBE team who are committed to the cause of making our region the most productive in all of Australia. Our team are fantastic people with an incredible appetite to make TSBE the best we can be. We have an internal saying at TSBE... 'we don't do average' and our team embody that sentiment.

What a big year for the region. Much has been said about the Toowoomba Bypass and as a region, we should be grateful for all those who made this project a reality. From the Mayors, business leaders, community leaders, politicians at both state and federal level – we are indebted to you all. Along with gas industry development, I think the announcement of the Toowoomba Bypass project was the catalyst for so much more that has occurred in our region. Toowoomba is set to become the transport and logistics hub of Queensland and Australia as a result of the road, rail and air transport infrastructure, completed, under construction and planned for the region. Interest in the region is reaching levels we have never seen. The capabilities of Toowoomba and the Surat Basin are breathtaking, and the rest of Australia and the world are taking notice of what we are doing.

Of course, Toowoomba's economy prospers off the back of a number of thriving sectors and industries that include gas and resources, agriculture, construction, manufacturing, health, education and professional

services. Toowoomba remains the commercial and economic service hub for South West Queensland and Northern New South Wales and is well-positioned as the provincial capital to the Darling Downs and gateway to the Surat Basin. I think we continue to see ourselves as a big country town. I do not want to lose the special connection to the land that we have in this region. My heart goes out to our rural friends throughout the region, who are struggling with the devastating effects of the drought. Agriculture, export and innovation have a special place at TSBE and we continue to lead and promote discussions around infrastructure and growth to support our friends on the land.

This year the board made strategic decisions to place even greater emphasis on talent attraction and retention. The region cannot continue to grow at a rate well over Queensland and Australian growth rates, whilst at the same time having low unemployment rates. These two factors will catch up with us if we do not encourage more people to the region. You will see more from Ali and the team on this in the year ahead.

You will also see us making more of an effort to improve our advocacy to governments of all persuasions. We take our role as an advocate for the region very seriously. We are committed to working alongside our politicians, Chambers of Commerce, RDA and Progress Associations to ensure we are all on the same page when it comes to calling for more investment in the region.

Finally, from a strategic point of view, we want to jump on board the innovation train. Our region needs more innovators, inventors and leaders, especially in the 18 to 35-year-old bracket. We are working through various ideas in this

regard and again you will see more on this in the year ahead.

The TSBE Board continue to play a proactive role in driving the strategic direction of the organisation and I take this opportunity to thank each board member for their commitment and contribution this financial year. Throughout the year, we welcomed new board members including Ian MacFarlane, Tom McVeigh, April Cavanagh and Peter Lock. All of our board serve in a voluntary capacity and we appreciate the wisdom and advice provided by these business leaders. At our AGM in October, we will say goodbye to Andrew Kibble of AVIS and Wideland Ag fame. Andrew has served with distinction for 6 years and in more recent times has been chair of our Infrastructure Committee. He is a fantastic business leader and has been of invaluable assistance to me as Chairman. On behalf of you all, I thank him for his service.

The future looks bright with an infrastructure pipeline of over \$21 billion in our region and with unrivalled road, rail and air connectivity propelling the region towards vast opportunities. Notwithstanding this optimism, we do have to continue to look out for each other. With the Toowoomba Second Range Crossing construction ending, some poor agricultural seasons and a lack of major infrastructure projects planned for the year ahead, we must continue to support each other and seek out all possible work opportunities for local businesses. That being said, we are so blessed to live where we do. We are the fortunate ones.

Shane Charles

Chairman

Toowoomba and Surat Basin Enterprise

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OUR REGION

A note from the CEO

As I reflect on the year's highlights it's hard not to feel proud of all that the TSBE team has achieved. We've helped to grow the economy of the region and helped individual businesses access new opportunities.

If you look at the numbers, the TSBE team have been able to share 715 targeted work and tender supply chain opportunities. That's a huge number and means 715 new big and small jobs ranging from construction contracts to grant funded projects that have gone directly to our members. These leads are life-changing for business owners who otherwise would have missed out on these opportunities.

We have also told our region's story to an unprecedented number of people across Australia and the world with TSBE featured in more than 580 news items in local, national and international media. The reach of all this media is 4,875,796 people which means that our region has been promoted as an exciting place to do business.

We held 57 events, ranging from small group intimate boardroom briefings with the Deputy Prime Minister, to our large Enterprise Evenings with up to 330 people. These events have generated over \$900,000 in business tourism for the region, including accommodation stays, meals, fuel purchases and not to mention drinks at the bar afterwards! Our members tell us regularly about the business success they have achieved as a direct result of connections made at our events and we're very proud that our events are the catalyst for so much local opportunity shared.

Advocating for our region and business community will always be a priority. In FY19 significant time and energy was invested in driving fairer payment terms for industry, continued positive local content policy development, tourism infrastructure investment support and of course progress towards the delivery of the Melbourne to Brisbane Inland Rail.

The Toowoomba Regional Council has been very supportive both financially and in-kind and we are absolutely committed

to ensuring that the ratepayers of Toowoomba get value for their investment in TSBE. We are focused on ensuring that TSBE delivers high-level economic development for the region in conjunction with the TRC Economic Development Team. Similarly, the Western Downs Regional Council have become a key regional partner and TSBE is providing a strong link between the Toowoomba and Western Downs economies. We are also working with the Maranoa Regional Council to promote their local produce and opportunities in the region.

I am proud to be able to share the following report with you and to celebrate the many highlights and wins that have been delivered over the year for our region and our members.

I look forward to another fruitful year ahead for our region and all that we will achieve together.

Ali Davenport

CEO

Toowoomba and Surat Basin Enterprise



Toowoomba and Surat Basin Enterprise

Linking Business. Investment Attraction. Advocacy For Our Region.

Toowoomba and Surat Basin Enterprise (TSBE) is the go-to organisation linking business with opportunity to create sustainable growth and diversity for the region.

As an independent, business-driven, economic development organisation, TSBE is committed to ensuring that our local business community will innovate, adapt and prosper. We take pride in encouraging major investment and promoting the vital need for new and upgraded infrastructure in our region.

With hundreds of corporate members across 26 sectors, TSBE is working proactively within many industries including energy, construction, agriculture, export and health to grow our region's economy.

Since TSBE's inception in 2011, there has been economic growth within the Toowoomba region by over 2.6 billion. Toowoomba's Gross Regional Product was \$10.81 billion in the year ending June 2018, growing 4.5% since the previous year. (NIEIR 2018)

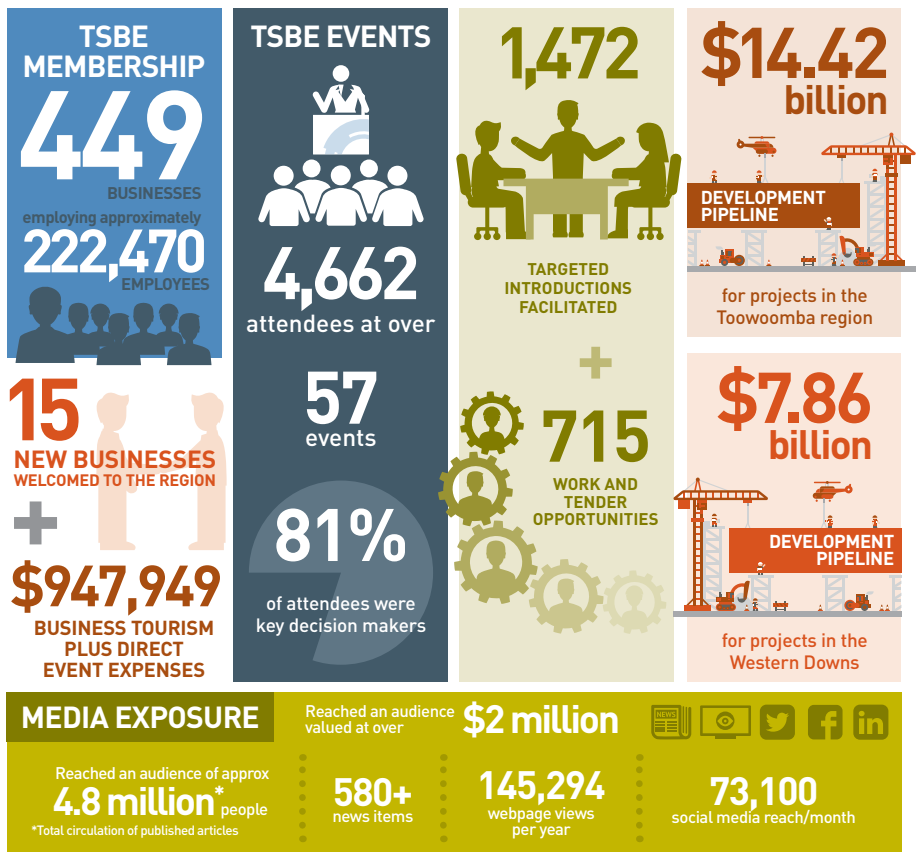
TSBE has worked hard alongside all levels of government and other proactive community and industry groups, to see many favourable announcements for vital infrastructure developments in recent years. This has contributed to 40% growth in infrastructure developments in the Toowoomba region alone since 2014 (Development Status Report 2018).

Sources:

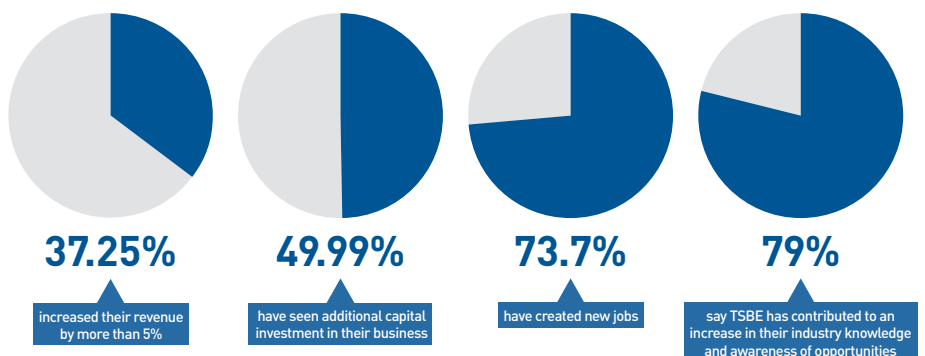
NIEIR 2018 - <https://economy.id.com.au/toowoomba/gross-regional-product?WebID=100>

Development Status Report 2018 - https://www.tsbe.com.au/sites/default/files/uploaded-content/field_f_content_file/tsbe_development_status_report_2018_online.pdf

2018-2019 Year at a Glance



OUR MEMBERS IN 2018/19:



PURPOSE STATEMENT

TSBE is the go-to organisation linking business with opportunity to achieve sustainable growth and diversity for our region.

VALUES

TSBE's activities at all times seek to uphold five core values:

1. We are fiercely loyal to our region.
2. Regional diversity is respected.
3. We are transparent in our interests and in our actions.
4. Acting with integrity is fundamental to all that we do.
5. We strive for excellence.

BOARD OF DIRECTORS

Shane Charles
Chairman



Rob Hart
Deputy Chairman



Lisa France
Director



Rohan Gosstray
Director



Kathryn McKeefry
Director



Andrew Kibble
Director



Peter Lock
Director



Stewart Morland
Director



Ian MacFarlane
Director



April Cavanagh
Director



Tom McVeigh
Director



Brian Pidgeon
Ex-Officio Director



Paul Antonio
Ex-Officio Director



TSBE TEAM

Ali Davenport
Chief Executive Officer



Stacey Burrell
Chief Operating Officer



Lance MacManus
General Manager
– Energy and Infrastructure



Bruce McConnel
General Manager
– Food Leaders
Australia



Geraldine Doumany
Export Manager
– Food Leaders
Australia



Jaden Frame
General Manager
– Health



Kristy Hayes
Marketing and
Media Manager



Mitch Anderson
Project Officer
– Supply Chain



Katrina Rojek
Events Manager



Hayley Hoefler
Membership Officer



Kobi Cooper
Graphic Design and
Marketing Officer



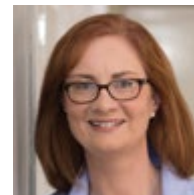
Beverley Stroud
Finance Officer



Tara Dunne
Reception and
Administration
Assistant



Suzie Wood
Business Coach
– Business Navigator



Energy & Infrastructure

It was a busy year for the Energy & Infrastructure team whose activity was spread between projects within the energy sector and major infrastructure projects. The team provided approximately 1,200 targeted introductions and 715 work and tender opportunities to our members.

TSBE continues to be a leader in driving the support of local industry within major projects, fostering awareness of opportunities for local business participation and providing practical support to businesses to help them achieve their goals.

TSBE EXCHANGE

TSBE Exchange is a technology platform which was established by TSBE in 2017 as part of the membership offer, to help connect relevant businesses to opportunities in the supply chain for major infrastructure and resource projects. TSBE Exchange creates greater transparency between those managing contracts and interested suppliers and the awarding of work packages to local business. A total of more than 500 tender opportunities for the Surat Basin region were shared and promoted in 2018-2019 through the TSBE Exchange portal. We have nearing 300 business

registered for use of the interface and continue to use the exchange as mode of communication for members searching for value and tender opportunities.

COAL AND COAL SEAM GAS

Coal mining has contributed to the Western Downs economy in some capacity since 1914. Coal is Australia's largest energy resource, with around 60% of the nation's electricity currently produced in coal-fired power stations. The International Energy Agency (IEA) forecast Australia's net exports of coal to increase by 20% by 2040. According to the Office of the Chief Economist, Australia's coal earnings were targeted to generate over \$67 billion in 2018/19, making coal the largest commodity exported in Australia.

TSBE continues to be a passionate advocate for the New Hope Group's \$850 million New Acland Mine - Stage 3 expansion which will ensure the mine and its 700-strong local workforce, remain part of the community into the future. We also continue to advocate and promote the valuable economic contribution our resource industry makes through shut down work, and to



“Queensland has some of the world's highest quality coal and an abundance of gas, which are both significant contributors to jobs and the State's economy.”

Ian Macfarlane, CEO,
Queensland Resources Council.

highlight local content opportunities in these large contracts.

Coal seam gas is primarily a methane based natural gas that is sourced from coal deposits. In Australia the major coal seam gas resources are found along the eastern coast in the onshore Surat and Bowen basins. Queensland's Surat Basin is currently the Australian region with the most coal seam gas activity.

The oil and gas industry continue to bring infrastructure and investment to the region, providing new jobs, and strengthening and diversifying the economy. The release of tenements by the State government for domestic gas supply is ensuring further opportunity for development of parcels of land and exploration. This is adding capital spend to the regions existing gas operations and bringing new names and faces to



the Surat such as Senex Energy, Central Petroleum and Armour Energy.

As at June 2018, the Gross Regional Product (GRP) of the Western Downs region has grown by 26.3% over a twelve-month period to reach \$4 billion.

ENTERPRISE EVENINGS & CONFERENCES

Throughout the year TSBE hosted hugely successful monthly Enterprise Evenings, the majority of which were sold out. These events featured high calibre speakers who shared opportunities with the audiences. TSBE continues to bring these events to our regional business communities, highlighting the variety of opportunities and the vibrant and diverse region that we promote. By bringing these events to the region we not only promote the region's diversity but also motivate our members to travel, stay and spend money at event destinations across Toowoomba and the Surat Basin. We estimate that this year our events generated over \$900,000 in business tourism.

TSBE hosted an extended Enterprise Evening on 15 November which provided practical information to ensure local businesses are 'Inland Rail ready'. Over 320 business leaders packed into the Empire Theatre to find out how to get involved with Inland Rail and learn how they can be positioned for success during the project.

TSBE were pleased to support the importance of our Oil & Gas industry at the national APPEA 2019 Conference and Exhibition in Brisbane held 29 May 2019 and to promote the skill set of our members who contribute to the industry. As a part of this, TSBE prepared information for Broadspectrum CEO, Tom Quinn's presentation at the

conference and hosted a stand in the exhibition hall, with video and marketing collateral to promote our region.

RENEWABLE ENERGY PROJECTS

The renewables sector continues to grow rapidly and according to the Clean Energy Australia report, as at 2018, Queensland renewables make up 9.5% of renewable energy penetration across Australian states. Renewable energy projects offer short and long-term work within the region, with a range of industries and businesses involved. This creates a strong flow-on effect in the supply chain, economy and local communities. The renewable energy market is helping diversify our traditional construction sector, with projects ranging from \$50 million to \$1 billion.

As at June 2019, there are 22 renewables projects in the pipeline in Toowoomba and the Western Downs, with a combined capacity of approximately 5,303 megawatts (MW). Ten of the solar projects combined, are worth \$3.835 billion in investment, with nine still to be announced. Our regional construction and service sector have adopted the opportunities this industry presented within the construction phase and as a result are now well placed for ongoing operational work in solar and also wind developments. We look forward to seeing these renewable projects evolve into battery or storage technology and the opportunities this presents to lead our region toward becoming the energy capital of Australia.

TSBE continues to work with several members on The Coopers Gap Wind Farm project including GE, Catcon, and AGL who have partnered to build the 453MW wind farm near Kingaroy. TSBE has worked closely with councils and

members to ensure local content from suppliers can be sought where possible, for the approximately \$850 million project. It is due to be fully operational in mid-2020.

TOOWOOMBA SECOND RANGE CROSSING (TSRC)

Jointly funded by the Australian and Queensland Governments, the \$1.6 billion Toowoomba Second Range Crossing (TSRC) project is the largest federally funded road project in Queensland's history. TSBE remained on the Business Advisory Group for the entire length of the project and were able to support the nomination of numerous local businesses into the project. TSBE have been involved from the initial concept and advocacy, to lobbying and supply chain support for this project over its life cycle, including our largest ever Enterprise Evening when Nexus first presented to an audience of over 650 people.

A large range of TSBE Members contributed to the TSRC including; FKG Group, Eziquip, Masterhire, Newlands Group, Joe Wagner Group, Niland Group, Retracom, NRG, Wagners, ATCO, J&P

"This project has been a great achievement and working within this dynamic community has been fantastic. We are contributing to economic development but beyond that, we are also contributing to the local social fabric of a region that is in growth."

**Brian McEvoy, Project Director,
Coopers Gap Wind Farm**

Richardson, Allroads, HTQ, Downs Group Training, Comac Group, Avis, Brookes Hire, Stonestreeets, E&E Waste, Ezali, Minstaff, SEQ Soils, RMA Soils, McNabs, Trackspares, Traffic Group Australia, JWM contracting, Go2 People, Perfect Earth, and Wolff Power.

Congratulations to all those who contributed and especially those members who were able to build on the experience gained from working on such a large project, towards other work in nationally significant projects. These are the legacy outcomes major projects bring to our local business community, that allow businesses to grow and create employment opportunities for the future.

INLAND RAIL

Inland Rail remains the top advocacy priority for TSBE within the region. Queensland will be the main beneficiary of Inland Rail jobs during construction, and for the Darling Downs this equates to 2,400 jobs over a five-year period. These jobs will provide a huge economic boost to our region and TSBE is working closely with Australian Rail Trail Corporation (ARTC) to promote local content and build capability in local businesses. With a proposed significant construction period such as this, we are working hard to ensure that businesses within our region will be awarded long term contracts and also operation and maintenance opportunities.

INDUSTRIAL COMPARISON REPORT

TSBE and Regional Development Australia Darling Downs and South West (RDA DDSW) commissioned a comprehensive comparison report identifying Toowoomba as an economic and strategic place to set up a business.

This report is the first time we have undertaken a detailed study comparing Toowoomba's industrial sites to Brisbane, Melbourne and Sydney. The resulting document proved that Toowoomba's lower cost of industrial real estate, transport and logistics infrastructure and the economic diversity of our region makes this a very financially attractive place to establish a business.

BUSINESS NAVIGATORS

Shell's QGC Business Navigator Western Downs program, delivered by TSBE, was developed to assist innovation in the Western Downs. In its second year of operation, the program involves two business coaches living and working in the Western Downs, delivering support to 45 local innovators at any one time. The program is ultimately about helping to nurture talented innovators across the region to progress their ideas towards commercialisation. Great outcomes are already being delivered with the program, leading to the creation of greater economic diversity for the region.

The program is 100% subscribed including 45 participants, with clients spread across the Western Downs and over 460 coaching sessions delivered.

As part of Shell's QGC business's commitment to support start-ups and growing businesses, the Business Navigator Western Downs team facilitated a Pitch Competition. The event was hosted at the Chinchilla Cultural Centre and nine of the innovators from the program 'pitched' their business ideas to win a share of \$34,000 in prizes.

Queensland's Chief Entrepreneur Leanne Kemp attended and spoke at the event, sharing how impressed

"When you are building world class infrastructure in regional Australia you need to be able to hit the ground running when looking to engage locally experienced and qualified suppliers and subcontractors. Through the membership of TSBE, we were able to identify packages of work that would best suit local expertise and deliver a quality product on time. It was through this engagement that Nexus Delivery were able to successfully exceed their commitment to local industry participation and this would not have been possible if it wasn't for the assistance of the team at TSBE. The local industry knowledge that TSBE has of its own membership, and the opportunities available within the region, are testament to their professional approach to not just identifying opportunities but also helping to deliver them too."

Scott Dickson,
Procurement Manager, Nexus
Toowoomba Second Range Crossing

she was with the vibrant entrepreneurial spirit she saw on display. Naomi Gearon took out Best New Business Idea for her online legal contract review service, David Abbott won Best Growth Idea with his invention of a trailer-mounted picket fencing machine and Best Young Entrepreneurs, George Harris and Bridget Ward were recognised for their Mental Health Education program.

Food Leaders Australia

The 2018/2019 period saw impressive growth in the innovation and export sectors, as well as remarkable support being delivered to the agricultural community through our TSBE Food Leaders Australia team and its associated programs. The team held many events for not only their members but the wider agricultural and export community.

Food Leaders Australia (FLA) undertook a rebrand to become TSBE Food Leaders Australia, to better reflect the broader TSBE connection and drive enhanced collaboration across the different sectors.

ADVANCING REGIONAL INNOVATION PROGRAM (ARIP)

In September 2017, TSBE received a \$500,000 community-driven, co-funded grant program from the Queensland Government to fuel economic and employment growth by fostering innovation in the Darling Downs and Maranoa region.

This three-year funding for the Advancing Regional Innovation Program (ARIP) includes TSBE FLA working with seven partners to deliver the Darling Downs and Maranoa program, which will empower people in the region to forge new networks and connections. Partners include Engage and Create

Consulting, University of Southern Queensland, Darling Downs Health, Maranoa Regional Council, Western Downs Regional Council, Balonne Regional Council and Toowoomba Regional Council.

Many events are being run as part of the program including:

- A Regional Food Waste Audit to maximise circular economy investment.
- Food Automation Study to create a leading food automation centre through USQ.
- Numerous school-based entrepreneurial programs across the entire Darling Downs and Maranoa Region, and through both public and private schools.



- Innovation Tours to Brisbane and Meat-ups at innovative businesses within the region.
- Individual support to young entrepreneurial leaders within the community.
- Food Start-Up Bootcamp.
- Support for guest speakers and events across the region.

MEAT-UPS

Meat-ups are a chance for guests to get a casual glimpse inside businesses, showrooms and paddocks across the region. They were a hit during the year and took members to local agribusinesses including, NH Foods, Oakey, Southern Downs Protected Horticulture businesses and two in Toowoomba including the Red Meat Advisory Council event at Wellcamp airport, which saw the leaders of the Australian Beef Industry network with Toowoomba businesses.

The Darling Downs Beef Battle was an inaugural event to showcase and judge the region's best grain-fed beef brands. Taking the format of a blind taste test, the audience sampled and scored all beef brands on the evening, making the event a great beef experience. FLA secured the support of the Star Group who provided their Executive Chef, Steven Jones to help prepare the beef. More than 150 locals and visitors voted to crown the Darling Downs tastiest sirloin steak after taking part in the event, which featured six of the region's top beef producers, with NH Foods Oakey's Angus Reserve being crowned the very first Best Beef in the region in 2018.

TASTE OF THE WEST

FLA hosted the Taste of the West, a long table dinner, in Roma on 2 April to showcase local produce from the

Maranoa and Balonne regions to local procurement managers of hotels and camps, to drive local content outcomes. 'Taste of the West' was a delicious three course dinner featuring food provided by quality regional producers, promoting the wide variety of wonderful products grown across these regions.

The amazing local produce served on the night was provided by Riversands Wines, Moonrocks, Maranoa Beef, Muckadilla Pasture-Fed Eggs, Elliott Agriculture, Rocky Lamattina, Condabilla Fish and Anne and Ian Brimblecombe.

TAFE Queensland (Roma Campus), did a great job of preparing a delicious feast of local produce and provided a five-star experience to their hospitality students.

CONFERENCES

INTENSIVE ANIMAL INDUSTRY CONFERENCE

Back for its second year, the Intensive Animal Industry Conference was held in the Dalby Event Centre on 7 March 2019. Close to 100 key agriculture and technology industry participants and decision-makers came together to share ideas. The conference brought together the four industries of beef, pork, poultry and dairy to discuss ideas, network and learn how to make the region's Intensive Animals Industry even more successful.

The event celebrated the leading position the Western Downs region, and more broadly the Darling Downs, holds in relation to intensive animal industries and included some thought-provoking questions raised by the speakers. Topics that were highlighted in the extensive conference program included making investment easier, updated growth stories, social license and making innovation accessible.

"Premise have been a member of TSBE since 2015. TSBE/FLA events are held regularly and cover a wide range of topics of relevance to our industry and our region and are exceptional networking opportunities. TSBE membership facilitates our staff in building personal relationships with current and potential clients. This assists in increased recognition and trust in our brand and our company."

Dr Margaret Jewell, Manager South West Queensland and Agriculture, Premise Agriculture

Industry participants received an updated view of the major issues facing the intensive animal sector, from innovation to society's acceptance, council regulations to global leader's success stories. Due to the overwhelming success of this year's event, the conference will run again next year.

400M CONFERENCE

Over 150 people attended the 400M Ag & Food Innovation Forum, where attendees sampled new food technologies provided by innovative Australian businesses. The forum included ten presentations from innovators ranging from start-ups to commercialised innovations and global leading technology new to Australia. A range of topics was explored including the new digital economy in Toowoomba, innovation support mechanisms and innovations in the field of food waste, augmented reality, data analytics and drone efficiency. The forum celebrated the adoption of Agtech and attendees got to hear from international leaders in innovation and network with the best in the industry.

Export

With an increasing demand for trusted, clean and green food in Asia and significant investment in infrastructure right on our doorstep, real opportunities exist for producers and processors to grow into export markets.

EMERGING EXPORT PROGRAM

Shell's QGC Emerging Exporters Program (EEP) gives Western Downs businesses the tools to enter and showcase their local produce to international export markets. Ten local businesses have been selected as the next successful line-up to take part in the Emerging Exporters Program. This program is delivered by TSBE Food Leaders Australia who work with agribusinesses to deliver a tailored educational process with leading industry experts.

These ten businesses are Chinchira Super Reds, Hoofprints of Change, Four Daughters Premium Black Angus, Busy Beef Pty Ltd, Riverbend Marketing Pty Ltd, Aussie Pork Suppliers, Aussie Land & Livestock, Haven Farming, DOM Distribution, and Carpendale Commodities. A special dinner event was held to launch the 2019 cohort of aspiring exporters on 6 June 2019.

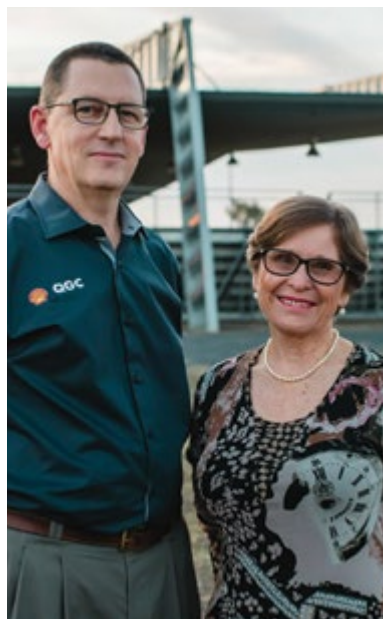
EEP is a part of Shell's QGC business's commitment to regional economic development and working with the community to diversify local economies. This three-year program is now in its second year of giving local businesses the tools and assistance they need, at no cost, to enter new international markets and grow their businesses in the Western Downs.

So far, a total of 24 businesses have been involved in the program.

SQ EXPORT HUB

In March, TSBE Food Leaders Australia (FLA) received funding from the Federal Government to create a Toowoomba export hub to help businesses better access international markets.

The SQ Export Hub is a new initiative, designed to help small and medium businesses operating in the Food and Agribusiness and Oil, Gas and Energy Resource Sectors to grow, export and generate local Australian jobs. The SQ Export Hub, developed and delivered by TSBE, will work with businesses to build their capability and know-how to harness global opportunities leading to economic growth and job creation across the region.



Health

TSBE Health has been working on strengthening the economy of the region through new initiatives in the health care sector. The health sector is the largest employer and is one of the fastest-growing industries in the region which is why TSBE is now involved in its growth. Health creates many new jobs, with 1,503 new FTE positions over the past decade.

COLLABORATION / WORKING WITH THE MAJOR PLAYERS

Working with all three major hospitals in the region – Darling Downs Health (DDH), St Andrew’s Toowoomba Hospital and St Vincent’s Private Hospital, as well as the Darling Downs West Moreton PHN, has allowed TSBE Health to identify areas of concern and opportunities and to implement collaborative solutions. The collaborative approach gives greater confidence in the promoting of health and wellness programs to the community. It has allowed for upskilling of the workforce through funding from the Training and Emerging Innovative and Industry Fund including telehealth

training and new medical technology. A promotional television advertisement was filmed in collaboration with St Andrew’s Hospital and St Vincent’s Private Hospital to encourage people to stay in the region for medical services.

ATTRACTING MORE SPECIALISTS

One of TSBE’s key strategies and priorities for growing the economy through health has been to attract more medical specialists to the region., We know that many Toowoomba locals seek private specialist health care in Brisbane due to Toowoomba’s lack of specialists in certain areas. As well as providing these needed services, specialists provide employment opportunities and inject revenue into the economy.

TSBE Health General Manager, Jaden Frame hosted a Registrars dinner in Brisbane for doctors who are in their final year of training to become a specialist. The dinner was to promote our region as a great place to live, work and play and was also attended by the Toowoomba Regional Council Mayor,

Paul Antonio and representatives from DDH, St Andrew’s Toowoomba Hospital and St Vincent’s Private Hospital. It was a great success and so far, three new specialists have set up their private practice in Toowoomba and 20 registrars have since been connected to the hospitals in Toowoomba. More of these dinners are planned for the future.

TSBE Health also hosted national medical conferences in the region which brought specialists together from around the country to share their experiences and to connect. Toowoomba is a strong regional centre which makes it an ideal place to attract future conferences which TSBE Health is working towards.

GPS BETTER BUSINESS SERIES

As well as attending to all our ailments GPs are also business owners and this series is designed to assist them with running their General Practices. TSBE Health and the Darling Downs West Moreton PHN have teamed up to support GPs to grow the capacity of their business, which has a positive flow-on affect for the regional economy.



The workshops focus on the business side of General Practice and include topics such as accounting, marketing and cyber security. So far, we have had more than 150 GPs and practice managers attend, with exceptional feedback.

WORKPLACE WELLNESS

TSBE Health has been working closely with a number of workplace wellness coordinators from the TSBE membership base, to develop a Regional Workplace Wellness Strategy and Regional Wellness Calendar. The aim of these is to make our workplaces fitter and healthier, which in turn will decrease sick leave, lower workcover premiums and strengthen our economy.

By working together, workplaces can share resources, find efficiencies and produce better wellness program outcomes. The Workplace Wellness Forums have been well attended and collectively represent over 15,000 employees in the region.

Toowoomba was recently named the fattest town in Queensland and the most inactive in Australia. Obesity has a huge impact on the health system and our economy and can lead to chronic disease. TSBE Health is working with the health care industry to promote wellness and preventative solutions to reduce the increase of chronic disease in our community.

Westfund Let's Shape Up Darling Downs is a new initiative by TSBE Health designed to promote wellness in the workplace and provide sustainable outcomes for businesses. It has been launched in the 2019/2020 financial year to help businesses in our region combat chronic disease. The initiative assists to improve the bottom line of businesses, simultaneously boosting the economy through business productivity improvements.

WOMEN IN HEALTH

Toowoomba and Surat Basin Enterprise have partnered with the Darling Downs and West Moreton PHN to host a series of new Women in Health events.

Women play an instrumental role within the healthcare sector in our region and the purpose of this event series is to bring women in the health industry together for networking, career progression discussions and support.

There have been three events hosted in this financial year, with a range of influential people including Arrow Energy's Vice President: External Relations & Tenure Management, Leisa Elder and the co-founder of Australia's largest dedicated cancer care provider, the Icon Group, Cathie Reid. Over 200 health professionals attended these events and they continue to grow in popularity.

HEALTH CONFERENCES

RMSA NATIONAL CONFERENCE

TSBE Health hosted the Regional Medical Specialists Association (RMSA) National Conference on 24-26 May 2019. Over 60 attendees and speakers from around Australia came together to address issues and investigate strategies on attracting and obtaining specialists in regional areas. The RMSA is a national organisation looking to attract more medical specialists to regional Australia, which aligns to the TSBE Health strategic pillar – Workforce Development. The conference highlighted successes and challenges across regional Australia and provided networking opportunities for the health industry.

RESILIENT REGIONS

As part of this year's Resilient Regions activities, on 18-19 October 2018 TSBE

“TSBE Health were instrumental in pulling together the inaugural Chronic Diseases in Regional and Rural Australia Conference held in Toowoomba in October 2018. This was an important event which brought together Darling Downs Health, the University of Southern Queensland, the Toowoomba Regional Council and health professionals to discuss the impact of chronic conditions across the region and collective solutions to improve outcomes for people living in the region. As a result of the conference, a letter of intent has been signed by the above parties and the PHN as a shared commitment to working together to tackle some of our region's biggest health challenges. We thank TSBE Health for being an ongoing partner in this important work.”

Merrilyn Strohfeldt, CEO, Darling Downs and West Moreton PHN

Health facilitated The Chronic Diseases in Regional and Rural Australia Conference, which focused on improving the prosperity, health and well-being of regional and rural Australians. The conference partnered with Darling Downs and West Moreton PHN, USQ and DDH and the main themes were obesity, prostate cancer and mental health. Following the conference was a community forum that included the signing of a Letter of Intent as part of a Darling Downs Wellness Partnership.

Other activities

DEVELOPMENT STATUS REPORTS

There is no better way to promote and build confidence in the region than by showcasing the extent of investments that are already underway.

In August 2018 TSBE released the Toowoomba Development Status Report. It showed around \$14.42 billion in the development pipeline, which represents an eight percent increase since the November 2016 Development Status Report. The report is updated to equip readers with knowledge including costs, locations and estimated completion dates for known developments in the Toowoomba region. By providing this complete record we hope to encourage further investment and lending confidence, while also providing businesses with the relevant information to make sound business decisions.

In January 2019 TSBE released a Western Downs version of our popular Development Status Report. It showed more than \$7 billion in the development pipeline and quickly became a popular document for businesses interested in investing or doing business in the region.

This is a combined total of over \$22 billion of projects in the pipeline.

LIVE WESTERN DOWNS

LIVE Western Downs is a new magazine depicting the region's growing lifestyle offering and designed to assist in the attraction of families and businesses to the region.



The publication was launched in January 2019 in Dalby and has been distributed to mining camps, information centres, motels, council offices and via TSBE and WDRC websites.

With so much economic activity and consistently low unemployment in the Western Downs, the magazine forms a useful resource for local businesses looking to attract staff, or for anyone exploring opportunities and interested in what the Western Downs is like to live, work and play in.

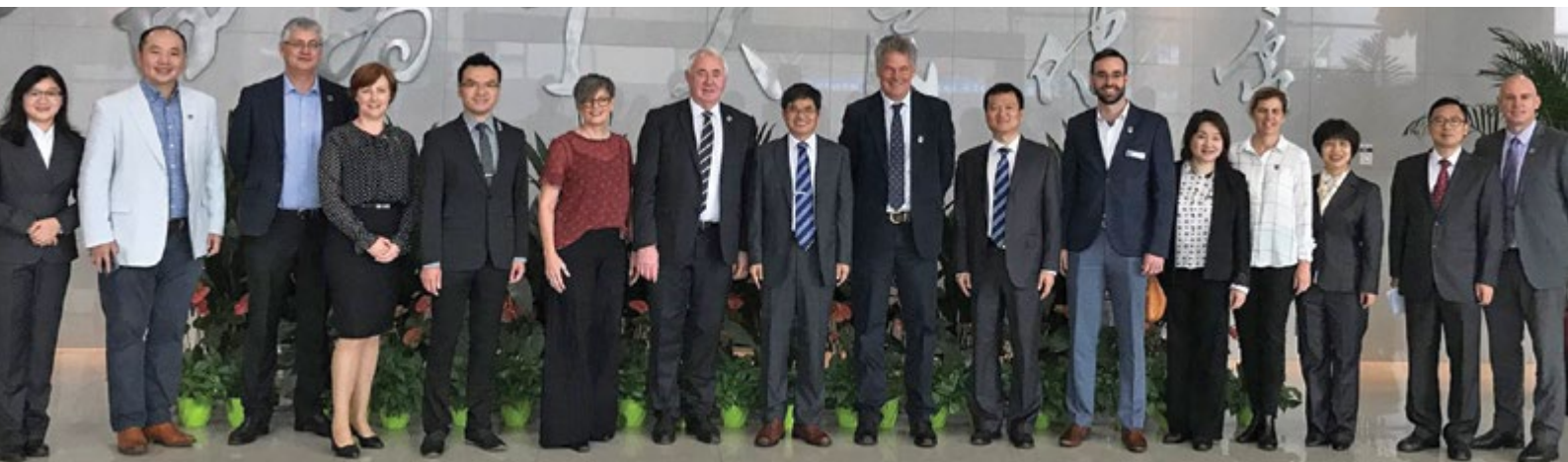
CHINA DELEGATION – NOVEMBER 2018

TSBE's CEO Ali Davenport took part in a China delegation along with the Toowoomba Regional Council and the Toowoomba Chamber of Commerce to strengthen trade opportunities between Toowoomba, Shaoxing and

Hangzhou. The delegation attended the Shaoxing International Friendship Cities Conference where a friendship city agreement for Toowoomba was signed and held meetings with the Hangzhou Federation of Industry and Commerce, the Yuecheng Chamber of Commerce, Shaoxing University, the Zhejiang Provincial Centre for Disease Control and Prevention and met with many business leaders to enhance international collaboration.

TEXAN DELEGATION – FEBRUARY 2019

TSBE arranged for 14 businesses visiting for 5 days from Weatherford Texas to take a tour of Toowoomba and the Western Downs. The delegation was here to investigate local business opportunities and enjoyed attending several industry networking events and touring the Toowoomba Wellcamp Airport, FKG Group, Wagners, the University of Southern Queensland, Mort and Co Feedlot, the Dalby Saleyards and other local businesses. The Texan business leaders used their time to create strong connections in the region, providing opportunities for our local businesses to set up in Texas. There are several Toowoomba businesses already establishing themselves in Weatherford including Norseman, TTQ, Selected Seeds and Betta Built Sheds.



Events across the region

MAJOR EVENTS

2018



July
Enterprise Evening,
Toowoomba,
190 attendees



August
Enterprise Evening,
Chinchilla,
174 attendees



September
Women in Health
(pilot event), Toowoomba,
96 attendees



October
Resilient Regions
Conference, Toowoomba,
100 attendees



February
Surat Basin Industry
Classic, Dalby,
100 attendees



January
Launch of LIVE
Western Downs, Dalby,
30 attendees

2019



December
Darling Downs Beef Battle,
Toowoomba,
150 attendees



November
400M Ag & Food Innovation
Forum, Toowoomba,
150 attendees



March
Intensive Animal Industry
Conference, Dalby,
90 attendees



April
Taste of the West, Roma,
80 attendees



May
Regional Medical Specialists
Association Conference,
Toowoomba,
65 attendees



June
Emerging Exporters Launch
Dinner, Dalby,
70 attendees

ALL EVENTS

July 2018:

Enterprise Evening in Toowoomba
– July 19

Chief Entrepreneur afternoon
with Steve Baxter
– July 19

Chief Entrepreneur morning
tea with Steve Baxter
– July 20

Chief Entrepreneur lunch
with Steve Baxter
– July 20

August 2018:

Enterprise Evening in Chinchilla
– August 9

FLA Meat Up with NH Foods
– August 16

September 2018:

Enterprise Evening in Toowoomba
– September 13

Women in health
– September 17

Innovation roundtable with
Minister Kate Jones
– September 26

QLD Consulate tour
– September 28

October 2018:

Informal Catch-up
– October 8

Site tour with Arrow Energy
– October 11

Enterprise evening in Dalby
– October 11

Chronic disease in Regional & rural
Australia – Obesity, prostate cancer &
mental health conference
– October 18

Community forum to discuss and
make a call to action on health and
well-being in Regional Australia
– October 19

Boardroom Briefing with Adani CEO
– October 23

Registrars Dinner
– October 25

November 2018:

FLA Meat Up, Stanthorpe site tours
– November 1

Extended Evening evening
in Toowoomba
– November 15

400M Ag & Food Innovation Forum
– November 21

Business Navigator Western Downs
Pitch Challenge
– November 29

December 2018:

Darling Downs Beef battle
– December 4

Platinum Christmas party
– December 7

Christmas Catch up
– December 10

Breakfast with Deputy PM
– December 12

Christmas Enterprise Evening
– December 13

January 2019:

Launch of LIVE Western Downs
– January 15

February 2019:

Enterprise Evening in Toowoomba
– February 7

Surat Basin Industry Classic
– February 22

Mentor event
– February 26

FLA Meat Up in Toowoomba
– February 27

March 2019:

Intensive Animal Industry Conference
– March 7

Women in health
– March 11

Enterprise Evening in Roma
– March 14

Emerging exporters information
session in Dalby
– March 26

Emerging exporters information
session in Chinchilla
– March 26

Business Development for GP's
– March 26

April 2019:

Taste of the West
– April 2

Site tour with Port of Brisbane
– April 4

Enterprise Evening at Parliament
House – April 4

Boardroom Briefing with
Bard Papegaaij
– April 10

Business Development for GP's
– April 30

May 2019:

Chef's Table
– May 3

Enterprise Evening at Wellcamp
– May 9

Boardroom Briefing with James Purtill
– May 10

Regional Medical Specialists
Association Welcome Drinks
– May 24

Political Leaders Lunch
– May 24

Regional Medical Specialists
Association Conference
– May 25

Regional Medical Specialists
Association Dinner
– May 25

Business Development for GP's
– May 28

Women in Health
– May 30

June 2019:

Emerging Exporters Dinner
– June 6

Site tour of Yarranlea Solar farm
– June 13

Enterprise evening in Chinchilla
– June 20

FLA Meat up with the Red Meat
Advisory Council
– June 25

Business Development for GP's
– June 25

Boardroom Briefing with
Ian Macfarlane
– June 28

Audited Financial Statements

TSBE invests its resources to facilitate activities that support the growth and development of our business community, drive our advocacy efforts and attract investment to support and enable infrastructure. With all of this activity, it is pleasing to see in the unqualified audit that TSBE has maintained a surplus.



TSBE would like to thank our key partners and supporters:

Foundation Partner



Partner Regional Councils	Corporate Partner

Diamond Members



Platinum Members



Gold Members

Askin (Qld) Pty Ltd	McCormack Industries	South Burnett Regional Council
AVIS Toowoomba	Qteq Pty Ltd	Suncorp Bank
CATCON-GE	Ray White Commercial Toowoomba	The Black Group
Comet Ridge Limited	RES Australia	Vanderfield Pty Ltd
Marsh Pty Ltd	Shell's QGC	

Media Partners



Goals for 2019-2020

MEMBERSHIP SERVICES

Our members are of vital importance to TSBE - without their investment, it is impossible for us to grow the region. In the 2019 financial year our membership base increased, and we are continuing to focus on service delivery. Our membership survey showed that the majority of TSBE members are happy with our delivery. Just a couple of the lovely testimonials our members shared with us were:

“Being a member of TSBE has provided Minstaff Survey with the most beneficial platform within the Toowoomba region to network with current and prospective clients. The expertise and shared professional knowledge of the TSBE Team has been extremely helpful to gain industry insight and generate work for our company.”

Jake Laing, General Manager, Minstaff

“The team at TSBE have played a vital role in our business development, with their wealth of experience and communication support. The partnership has empowered our connections with great industry



experts, expanding our knowledge and understanding of the current renewable energy market. TSBE appreciates and supports our dedication to sourcing clients the best cost-saving energy management software, services, products and solutions, from around the globe. Energa is thankful for the welcoming and supportive growth-orientated culture at TSBE.”

Glen Bulled, Managing Director, Energa

will mean our region has excellent road, rail and air connectivity and will set us up to become a transport and logistics hub. The construction phase is set to commence in the next 12 months, and we need to make sure that businesses in the region are ready for this project, otherwise, the \$4 billion in infrastructure spend may go to companies outside our region. That’s why TSBE will also be spending a lot of time ensuring that we have a capable local workforce and advocate for local companies to gain work through this project.

EXPORT

Establishing TSBE’s SQ Export Hub will be a major focus for the coming year. Our goal is to increase the export of food and ag products as well as oil and gas innovation. Two new TSBE staff will be delivering this project along with Geraldine Doumany, our Export Manager who will be the project lead.

CONTINUING TO GROW HEALTH

TSBE Health is the newest department for TSBE, headed up by General Manager, Jaden Frame. Operating for 18 months, TSBE Health is all about growing the economy through our health care sector, the largest employer in the region. We’ll be continuing to encourage economic growth in the sector by

INLAND RAIL

The biggest opportunity on the horizon for our region is Inland Rail. It’s the last piece in the infrastructure puzzle that





promoting the excellent facilities available in our private hospitals and enticing more specialists to the region. We'll also be providing workplace wellness initiatives which will improve the fitness of workers and drive revenue through local wellness providers.

EVENTS

TSBE events are an excellent avenue to link businesses with opportunities. In 2020 we will continue to hold events both big and small to connect businesses, attract interest and business tourism and to provide attendees with information about new ideas and possibilities.

SURAT BASIN ENERGY AWARDS

In 2020 TSBE will hold the first-ever Surat Basin Energy Awards, which will be a celebration of the contribution that the energy sector has made to our region. Gas, Coal, Solar and Wind are all major contributors to our economy; they employ many thousands of staff and support our communities. The Surat Basin Energy Awards will recognise the outstanding achievements in categories such as leadership, apprenticeship and training, environmental best practice, co-existence and many more.

ADVOCACY AND INVESTMENT ATTRACTION

TSBE will continue to push the State and Federal Governments for vital

infrastructure and good policy for our region. 2020 is a big year with both Council and State elections on the horizon. TSBE will be advocating for our members on matters including payroll tax, the New Acland Stage 3 approval, Inland Rail infrastructure and any other significant issues or opportunities identified. We'll also continue to promote our region to businesses from across Australia and/or the world who could potentially set up base here.

WORKFORCE

Attracting new workers to the region will be another major focus of TSBE for the coming financial year. We'll be launching a new tool in early 2020 that will enable businesses to attract and retain staff and solve the issue of filling available roles.



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