



# 2013/2014 Townsville Chamber Year Book





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# President's Report



"Thanks for the fast friendly service and advice you have always provided over the past 6 years I've been dealing with you."

**Royal Wolf**

"The Townsville Chamber does an excellent job in organising and promoting functions which are a great way to network within your business.

The Lavarack Barracks tour combined both a learning environment along with networking whilst also having some fun in the process."

**Mick Williams, Principal  
Private Equity Solutions**

"I actively encourage my staff and colleagues to attend Chamber events, including the coffee networking mornings because I see the value in building networks and finding out what issues, challenges and achievements local businesses have."

**Chris Paterson, Regional Manager  
NQ/NT, AECOM**

Yet another year has come and gone for the Chamber. This is my final report as President as I will be stepping down from the position at the AGM. When I took the helm two years ago, I spoke of the optimism that was around and wished for a speedy recovery from the GFC. This hasn't been the case and businesses, small businesses in particular, continue to hurt.

It has been a tumultuous two years. Three elections that have brought a dramatic change in the political outlook, both locally and regionally. Who can forget the leader of the then opposition, Campbell Newman, addressing a Chamber breakfast in February 2012, reinforcing the importance of regional issues and pushing for Townsville to be playing an important part in that regional growth.

The issue of regionalisation has been one of the Chamber's top agenda items for several years and it is encouraging to see the three tiers of Government agitating for greater regional recognition and acknowledging Townsville as a key economic player in Queensland and Northern Australia.

I started as President of a diverse and enthusiastic board, a strong membership, good finances and a plan for the ongoing success of the Chamber. Hopefully, you feel that we have progressed. As I leave, the Chamber remains in good operational conditions, although membership numbers have suffered due to the ongoing business uncertainty. To all our members, thank you for your support; and for non-members, support us so we can support you and the business and industry community. The Chamber's motto is to make business connections and we keep striving to deliver our mission and be relevant.

This year, the Chamber, through its Executive Officer Marie-Claude Brown, has initiated a number of studies including the establishment of an innovation hub in the CBD as part of our commitment to developing the city's economic strengths. It is hoped that Council's purchase of the railway yards and the development proposed for the site will result in opportunities for technology innovators and creators to find a home in Townsville.

The other major Chamber study has been about better transport connectivity between the CBD and the Douglas Knowledge Precinct and a better experience for public transport users in general. With the steady increase of people living in Townsville, we advocate for a better public transport system, including a major bus and taxi stop in Ogden Street. The State Government is currently investigating all proposed sites for the stop and we look forward to a positive outcome for the city in the New Year.

I have enjoyed my time as President and look forward to handing over the baton, although I will remain as Immediate Past President for the next two years. I would like to thank the Chamber Board, our Executive Officer, and the Chamber Staff for their tireless effort and support.

**Dawson Wilkie**

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BILL GRANT, CHAIR  
TOWNSVILLE CBD TASKFORCE

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TOWNSVILLE CITY COUNCIL



# Mayor's Message

The past twelve months have been pivotal in building the planning foundations of Townsville's long term development. In particular, the final draft of our city's new planning scheme has been successfully prepared and released to the community for their feedback, prior to its completion and formal adoption in 2014.

The scheme is a framework for sustainable growth and investment over the next three decades. Its formulation has been a mammoth undertaking that would not have been possible without the guidance of the Townsville Chamber and our city's industry advocates.

Likewise, the Chamber's participation has been invaluable in devising the Townsville CBD Master Plan. This landmark vision will harness the potential of our city heart and transform it into a capital city hub of 30,000 workers and residents by 2030.

It is undeniable that Townsville has a bedrock of economic diversity but our growth will depend on supporting diversity with new skills, workers and innovation. The catalytic, city-building initiatives envisaged by the CBD Master Plan are a way forward to creating the population and industry concentration that Townsville's economy requires.

In this regard, Council and the Chamber worked tirelessly throughout 2013 to secure a new CBD stadium and entertainment precinct for the Townsville community. Our efforts brought the project to the centre stage of state and federal government thinking, and I have no doubt that a new stadium and entertainment precinct will take its place at the forefront of our CBD's revitalisation.

On behalf of the people of Townsville, I congratulate the Chamber for their outstanding commitment to our city's community and businesses. I look forward to continuing our partnership and working together to support the Townsville's growth into the future.

**Cr Jenny Hill**  
**Mayor of Townsville**



"It is undeniable that Townsville has a bedrock of economic diversity but our growth will depend on supporting diversity with new skills, workers and innovation."



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# Endeavour Foundation's Message

"This was a wonderful opportunity for the Chamber to learn about our direction and why Townsville is a key part of our national strategy"

The relationship between the Townsville Chamber and Endeavour Foundation continues to burgeon.

When Endeavour Foundation's Executive General Manager of Strategic Operations, Shaun McDonagh, presented the Business Community Award at the Chamber of Commerce Gala, he spoke about the importance of running a business which contributes to the community as a whole.

"That is why our partnership works", says the Chamber President Dawson Wilkie.

"The formal agreement between our two organisations acknowledges the importance of the human services sector to local business," he said.

Endeavour Foundation is proud to be part of the local community and economy.

A group of 20 members of the Chamber of Commerce visited Endeavour Foundation's business service in Townsville which employs 55 people with a disability. Endeavour Foundation CEO David Barbagallo hosted the event, which was a great opportunity for the members to see behind the scenes where

production takes place for many corporations which contract the services.

Mr Barbagallo also addressed the audience and introduced the then-Treasurer Wayne Swan at a business community lunch.

Earlier this year, Endeavour Foundation Business Development Manager, Verena Coombe, presented to the Chamber Board an outline of Endeavour Foundation's local operations.

"This was a wonderful opportunity for the Chamber to learn about our direction and why Townsville is a key part of our national strategy," said Ms Coombe.

Endeavour Foundation has been in Townsville since 1958 and supports almost 450 people with a disability on a daily basis throughout the region. This is through employment, education, in-home support, respite, accommodation support and daytime activities.

To achieve these goals, Endeavour Foundation relies on the local community. That is why the partnership with the Townsville Chamber and the city is incredibly important.



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As a small not-for-profit business, fully supported by its members and receiving no financial support from the public purse, the Townsville Chamber experiences the same angst and excitement that most of our members experience when it comes to running their own business. Like all businesses wanting to more than just survive, we have taken another hard look at our operations this year.

During the first six months of the 2012/2013 financial year, all avenues of our business were investigated to see how much more productivity we could muster from existing resources. It was a challenging time and I thank our administrator Pam for staying the course. Our market was also tested to see how much was understood about the Chamber and its products and if there was room for membership growth.

This is the classic story of any small business: after reaching a level of success, you either spend energy to maintain your position or you spend energy to grow. The Chamber has decided to grow. We have also re-committed ourselves to our core activities: excellent membership service; advocacy for small to medium businesses and industries; purposeful networking opportunities; members to members' promotion.

Since September, we have a new staff member in Karen Jervis, who focuses

on service to the membership and event coordination. Karen's impact has been immediate and positive. At the time of print, we are reviewing our computer systems and databases to capture better membership information on which to base our services and growth.

We are also investigating another revenue source for the Chamber in the form of an innovation hub. See page 9 for details.

We are in the last year of a successful three year partnership with Endeavour Foundation (p.6) and have completed a one year partnership with SEEK. We have been receiving great member support for our two main events: the Business Awards (p. 24 -25) and the Annual Golf Day (p.27). We are very pleased to announce an agreement with Telstra Business Centre Townsville starting immediately.

Some of our members had to make the hard decision not to renew their membership due to financial strain. We understand their pain and look forward to welcoming them back in better times. In the mean time, we will keep agitating for a great business environment in Townsville and for opportunities for our members.

Thank you for supporting us, so we can keep supporting you.

**Marie-Claude Brown**

# Executive's Report



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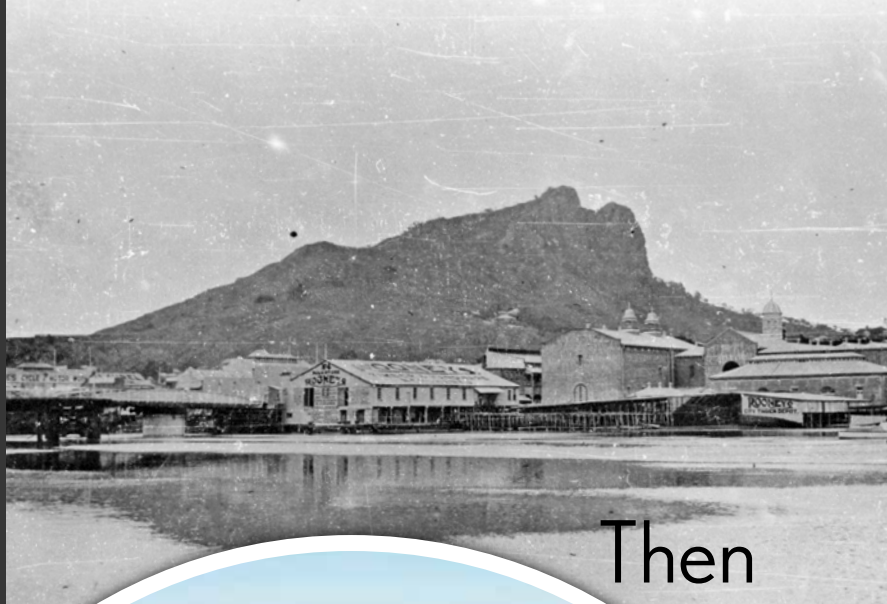
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# City Economic Development and Planning



Then

Home to more than 185,000 people, Townsville remains a vibrant and dynamic regional destination with much potential.

It is important then to ensure that deliberate planning strategies are introduced to maintain and enhance the lifestyle options and natural assets of the North, while guiding infrastructure provision and investment decisions.

A key component in directing outcomes is the Planning Scheme and, earlier this year, Townsville City Council released its Draft City Plan which sets out a strategic framework for the growth of the City.

It is a vital document that provides a regulatory path for business to undertake development in Townsville, providing land use allocations and assessment levels that promote economic development opportunity.

Council's Strategic Framework seeks to accommodate about 45,000 new homes over the next 25 years. Demographic changes over time mean that changes to housing options will be required and the City Plan responds to this by delivering options in both defined greenfield and infill locations.

The City Plan anticipates about 50,000 new jobs are required by 2031 and key productive precincts are promoted at the CBD, Port of Townsville, James Cook University, Lavarack Barracks, Townsville Airport and Aitkenvale, Thuringowa Central and Hyde Park Major Centres.

The City Plan emphasises the significance of the CBD which is to be a cornerstone in Townsville's evolution and it encourages investment in a diverse range of city uses to continue its revitalisation.

Other major centres at Aitkenvale, Thuringowa Central and Hyde Park and, in time, at Burdell and Rocky Springs are also planned to evolve and are intended to broaden their function beyond shopping to offer greater mixed use development to create a hub to live, work, recreate and access services.

The Chamber looks forward to the adoption of the final Scheme in the first half of 2014 to provide certainty as we move towards 2031.



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# CBD Vision 30/30

The Townsville Chamber has been advocating for a revitalised CBD for the past 10 years. Although the first few years showed little evidence of our efforts, the area has grown by leaps and bounds since 2010.

In order to grow civically, culturally, commercially and socially, Townsville needed a Central Business District and we pursued that agenda relentlessly. Our efforts were not just on behalf of retailers located on Flinders or Stokes Streets, but on behalf of Townsville's business and industry community, where ever they operated. We all needed a CBD.

Now that we have one, we need to insure its future through good planning and strategic development. A goal has been set to have 30,000 people living and working in the CBD by 2030, the 30/30

Vision. At 6.1% real growth per annum, this is well above the 2% growth target predicted by the Australian Treasury.

Planning for such a growth means more than just adding high-rises to the cityscape. It includes attracting residential, business and development investments - 316 new workers will need approximately 3,500 to 4,500 square meter of new commercial space; 428 new residents will require 200 new residences; while 6,800 new hotel guests will call for 80 more hotel rooms every year. It also means providing for adequate and viable public as well as private transport; offering reputable and varied educational options; maintaining the sustainability of our

resources; and having attractive public spaces and social infrastructures.

The Chamber conducted two scoping studies in 2013 to progress the development of public transport and that of an education and innovation hub in the CBD. The studies were made possible through a grant from the Department of State Development, Infrastructure and Planning.

## Hub Tropics - pilot project

The concept of a non-competitive environment for businesses and technology creators to get together to challenge, consider and create business capacity using technology was a recommendation of the Chamber 2013 Education and Innovation Scoping Studies.

We see Hub Tropics as a collaborative program to pursue business solutions with dedicated space to access NBN speed and IT brains.

This pilot will articulate the opportunities available to do better business, supported by technological advantages.

This is not about creating a new technology park - it is about building the capacity of our members and of existing businesses to do better business.

Most hubs and incubators transform ideas into market ready products; Hub Tropics will start with businesses problems, matching them with the ideas of technology creators.

"We should all be excited by the tremendous initiative shown by the Townsville Chamber with the Hub Tropics proposal and its collaborative approach with James Cook University, Queensland Government and the business community. The chamber is on the front foot in seeking ways to enhance new business development for our region in the 21st century, sustaining employment growth and promoting the skills and intellect within our region internationally."

**Craig Stack, Managing Director  
Valuations, Knight Frank  
Townsville**

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# Property and Construction Overview



The wider Townsville property market has again provided a resilience that other regional cities are simply unable to offer. Sales activity and development approvals for both commercial and residential property in 2013 have seen positives from almost every sector, with the completion and commencement of some significant construction projects across the residential, commercial office and retail sectors.

Townsville City Council Building Approvals – April 2005 – August 2013.

Major projects include the addition of approximately 22,000m<sup>2</sup> of commercial office accommodation in the CBD, the commencement of the new Quest Hotel on Eyre Street, the addition of the Coles shopping centre in Kirwan and the commencement of several major residential projects including Allure, Paddington, Riverside Gardens, Castle Point and Spring Bank Urban Village.

Moderate sales and rental activity for commercial property across the city has occurred with an increase in incentives required by landlords to attract tenants. The urban renewal of the CBD has seen the refurbishment of several commercial buildings both by owner occupiers and commercial investors.

Residential dwelling approvals are estimated to reach approximately 1,100 for the 2013 calendar year which is below the average annual dwelling approvals since January 2001, and generally in line with the long term averages recorded since 1981.

Whilst detached dwelling approvals are trending near longer term averages, sales activity for established residential dwellings during 2013 is estimated to reach 2,600 sales, well below sales activity recorded since 2000.

# Professional and Financial Services Overview



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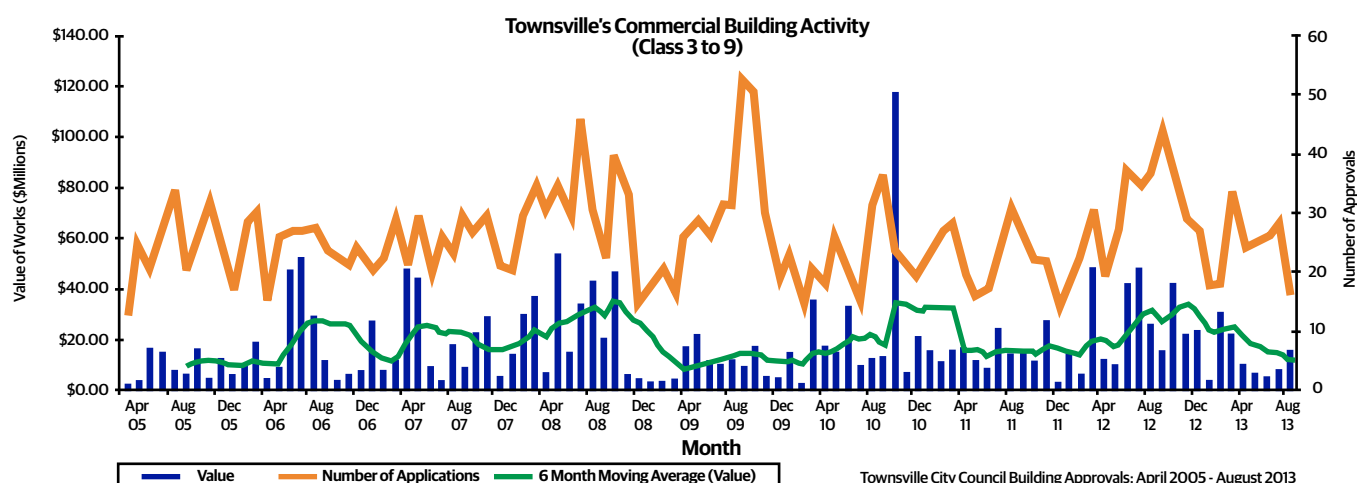
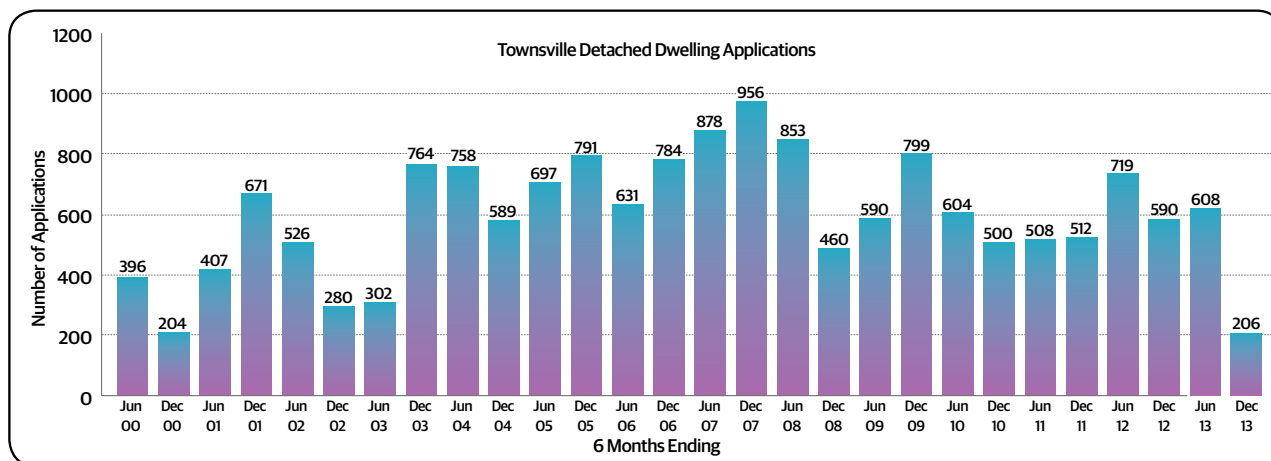
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2013 has again proved to be very challenging for small to medium business in the Townsville and North Queensland region. The term 'patchy' was very prominent throughout the year, with some businesses able to achieve good results in difficult trading conditions and take opportunities in a very wide market space.

From a professional services and finance industry point of view, managing client's expectations whilst trying to deal with uncertain political environments, given the length of time for the federal election, was a challenge. For many businesses, these conditions resulted in having to operate in very tough conditions with mixed results. Professional service providers could be forgiven for feeling more like

psychologists than business advisors.

Cash flow management was very important and relationships with financiers were paramount for the business community to keep trading throughout the year. Banks continue to be open to lending but on very strict credit control and compliance

With all this said, Townsville continues to sit in a very opportunist and unique position given a widely held economy. The region's economy continues to provide opportunities as well as obvious challenges.

We found that businesses that went to market and were able to take opportunities did so on the back of strong professional and financial support and very robust and strong reporting management systems.

As in prior years, the AON 2013 Global Risk

Management Survey results makes for interesting reading. In 2013, the top three risks over the next three years are -

1. Economic slow down and the rate of recovery
2. Regulatory and registered of changes
3. Increase of competition

The economy will continue to provide small to medium businesses in the Townsville and North Queensland markets with challenges and opportunities. The Chamber looks forward to continue supporting small to medium enterprises to bring business together and help continue the strong community and economy which Townsville and the North Queensland region has.

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# Transport and Logistics Overview



Images courtesy Port of Townsville Limited

The 2012-2013 year has seen the completion and continuation of major capital investments in port and logistics chain infrastructure coupled with a number of supply chain initiatives that will significantly enhance capacity and efficiency of import and export activities into the future.

After four years of construction, the \$217 million Townsville Port Access Road opened in 2012 taking over 500 trucks a day off the city's suburban streets. As a designated heavy vehicle route, this new road provides trucks and road trains access to the port 24 hours a day, seven days a week which has improved freight efficiency and will boost the productivity of the region's agricultural and resources industries.

The Port Corporation completed a \$40 million upgrade of Berth 8 during the year to cater for panamax vessels and to enable the construction of a new shiploader and conveyors by Mount Isa Mines Limited (MIM) for handling bulk minerals and fertiliser.

In addition, the \$85 million upgrade of Berth 10 is nearing completion, which will significantly improve capability for cruise and defence operations and provide increased capacity for commercial shipping.

Environmental approvals for Berth 12 have been secured, and planning across the logistics chain to cater for growth in bulk trades is well advanced to ensure port and rail infrastructure can be delivered in line with customers' project timelines.

The Corporation also completed an Environmental Impact Statement (EIS) for the Townsville Port Expansion Project, which will ensure capacity for the next generation of growth and position Townsville as the vital trade gateway for Northern Australia.

The Corporation has worked in close partnership with our customers and logistics chain partners over the past year to improve freight coordination. Together with the State government, supply chain partners and customers the Corporation is also investigating options to improve efficiency and capacity and to identify and prioritise investment opportunities. In 2013-2014 the benefits of these important measures will begin to flow through to our trade and financial performance.

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# Resources and Agriculture Overview

Agriculture has been central to the Port of Townsville's trade profile since the port's beginnings on Ross Creek in 1864 to service the growing pastoral industry north of the Burdekin River.

Today, the agricultural sector has given way somewhat to mining and minerals, but remains a principal trade segment of what comes in and out of Townsville.

Of the 12.09 million tonnes of goods handled through the Port of Townsville in the last financial year, sugar exports contributed 1.5 million tonnes and fertiliser exports a further 810,338 tonnes.

Mineral concentrate exports meanwhile totalled 1.7 million tonnes, magnetite exports 773,177 tonnes, and refined metal exports, predominately from Townsville's three refineries, 484,363 tonnes.

Nickel ore at 3.9 million tonnes was the region's major import during the period, followed by petroleum products for industry, local motor vehicles, aircraft and

ferries, at 1.1 million tonnes. The region also experienced strong growth in cement, fertiliser, mineral concentrates, copper anodes and sulphuric acid imports.

Moving forward, these sector stalwarts are expected to continue to underwrite the majority of Townsville's throughput as the port continues to grow to service the prospering communities of North Queensland.

The growth outlook for key mineral commodities remains strong as many existing operators and junior miners continue to undertake drilling and feasibility studies for new deposits. Agricultural products are forecast to remain at about 20 per cent of total trade, with a number of new agricultural projects currently being investigated.



"After ADDA joined Townsville Chamber, I was fortunate enough to be part of the fantastic tour of Evolution Mining's site earlier this year. The effort that was made in providing us all with an insight into this business was outstanding. Thank you to all of you for your care, dedication and concern for all of the local businesses."

**Christian Eardley, Operations Manager,  
-Townsville, The Australian Drug  
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Images courtesy Port of Townsville Limited



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# Trade Overview

PORT of Townsville Limited has, for some time now, been working hard behind the scenes to establish Townsville as a strategic hub for the import and export of all consumer goods for northern Australia.

Within the stacks of innocuous steel boxes lies the future of that ambition.

Containerised goods – primarily the furniture, whitegoods, and electronics you'll find around your home and workplace – have been a growing segment of Townsville's trade profile since 2006/07. During the last six years, TEUs (Twenty-foot Equivalent Units) in and out of Townsville have grown 267% to 50,173 on the back of improved handling methodologies, infrastructure investments and more regular services.

The recent announcement that Bunnings Warehouse will use Townsville as a transport hub for the distribution of its products throughout northern Queensland speak volumes of the city's competitiveness in this space and adds another layer of legitimacy to our work to attract container trade for North Queensland and away from Brisbane.

The aim to be the nexus of northern supply was enhanced in December 2012 with the completion of the \$214 million Townsville Port Access Road, which has proven to be a critical investment for containerised and project cargo trade by allowing direct road access to the southern and western highways and truck configurations of more than 50 metres to service the port.

The recent upgrade of Wharf 10 also provides additional capacity and flexibility for growth in general cargo and motor vehicles, in addition to giving the city a purpose-built facility for cruise and Defence vessels. This asset will be further augmented from January with the installation of a mobile harbour crane to secure additional trade for the region.



"Using the Port of Townsville as a transport hub for distribution as we continue to expand our store network throughout northern Queensland will ensure we continue to offer the best service to customers."

**Bunnings Warehouse Regional Manager, Nathan Trainor,**



Images courtesy Port of Townsville Limited

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# Information Communication Technology (ICT) Overview

There has been major activity in Townsville's ICT sector over the past twelve months. Dominating the sector is the continued rollout of the National Broadband Network (NBN). While this high profile, politically charged project has thrown up a number of challenges, the good news is that the rate of domestic connections has increased greatly and the NBN is now focussed on Multi-Dwelling Units (MDUs) and commercial properties.

In the words of NBN, "Townsville is Australia's most NBN-ready city". This puts Townsville in the enviable position to be able to compete favourably with the capital cities based upon telecommunications infrastructure. Added to this is Telstra's rollout of over forty 4G towers before Christmas 2013, which will give the region a major boost in mobile data flow as the use of smart phones and tablets increases dramatically.

2013 was a year of consolidation for Townsville's industry sector groups. Broadband for the Tropics (BfT) was very active in the lead up to the federal election by engaging politicians on both sides of the political divide to promote the NBN rollout and

other "tropical technology" related infrastructure projects. The Townsville ICT Business Network (TICTBN) continues to grow and provide an excellent platform for local industry experts to share their experience. Both organisations are

confident of a productive 2014.

James Cook University has been very active in 2013. The intake of first year IT students exceeded all expectations and signal a renewed interest in ICT by emerging graduates. The Townsville Knowledge and Innovation Centre, a joint venture between JCU and Anittel to build a world class data centre and academic/industry interaction centre at JCU, received an \$8.9 million funding boost from the Federal Government just before the election. The Research Data Storage Infrastructure project has been configured and is ready to receive masses of data across collaborative facilities to directly benefit the JCU research community.

Your Chamber is also actively pursuing an Innovation Hub to be located within the city. It is expected that an Innovation Hub would leverage existing ICT infrastructure and link emerging technology entrepreneurs with businesses to provide a facility which promotes business growth. This is an exciting project which will draw upon Townsville's excellent track record of business development.



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**4722 4496** or [ads@townsvillebulletin.com.au](mailto:ads@townsvillebulletin.com.au)



# Travel and Tourism Overview

"The efforts of Marie-Claude Brown and members of Chamber have been second to none in advancing the interests of Townsville generally and Flinders Street in particular. Their contribution during the Mall redevelopment was invaluable and must continue to ensure our city centre again becomes a significant attraction for residents and visitors. As a CBD trader for over 20 years I look forward to such progress."

**Maria Chippendale, Proprietor,  
Tropical Travel & Accommodation**

The last 12 months have shown signs of improvement in the Travel and Tourism sector. Whilst no actual data is available specifically for Townsville, commentary from Tourism Australia suggests improvement. Qantas, however, adds a cautionary note in that the Australian economy is in transition and therefore affecting corporate clients, especially those from the mining sector and financial services.

The first passenger ship of the Cruise Ship season berthed at the brand new Wharf 10 on Friday 25th October 2013, giving tourism operators another opportunity to sell our region to visitors.

Your Chamber has been working with Townsville Enterprise, Townsville City Council and Tourism operators on committees throughout the year to prepare for this and the many ships that will now visit our region, bringing a boost to our local economy.

We are hopeful the new facility will entice more navy ships to visit and enjoy our local hospitality. Navy ships, or "grey ships", tend to stay longer in port, with each visitor spending an average of \$400 a day while on leave.

The retailers in the CBD have been busy forming Citiheart Inc. This small enthusiastic group of retailers have established a working committee with the view to encourage membership of other retailers, and band together to promote the precinct.

Advertising on television is encouraging shoppers to visit the CBD and find their "city heart experience". The Chamber is providing in kind assistance to Cityheart Inc., as they organise and coordinate their precinct's activities. Our view is to encourage a strong retail offer to be available to visitors and tourists, as they stroll through the city.

The region continues to benefit from the "Visiting Friends and Family" (VFF) market. We have benefited from increased visitors, thanks to events like the Australian Festival of Chamber Music, now recognised internationally. Other milestone events, like the inaugural Townsville Fashion Festival, bring new visitors to the area and we can expect to see the local event calendar grow in strength in the coming year.

Right: Vice Admiral Ray Griggs, AO, CSC, Chief of Navy, and Her Excellency Ms Penelope Wensley AC, Governor of Queensland, unveiling the Royal Australian Navy plaque which details the history of the anchor donated from HMAS Tarakan as a marker, on the occasion of the cruise ship facility opening. Images courtesy Port of Townsville Limited



Official opening of the cruise ship facility opening in Townsville, 18 October 2013.



# Retail Overview

This year again, the retail sector continues to have two speeds. Retailers are either embracing a “bricks and clicks” combination of a shop front and an online presence. Or they continue to wait for retail conditions to improve as the drop in interest rates perks up consumer confidence and spending.

Big retailers continue to invest new infrastructure dollars in Townsville. A year on, Myer's bet at Stockland has bucked the local retail trends, whilst Willows Shopping Centre has a planned extension and Coles stand alone food centres have opened in Thuringowa and Deeragun.

In franchising, Townsville holds the record as the regional town with the most National Award Winners for Franchise Systems in Australia.

The CBD retail outlook has been boosted by two large office towers with 900 Ergon and Government employees moving in late 2013. The Honeycombes development project continues to progress, with

further residential offers to open in 2014, as well as a new 800 seat cinema and the introduction of a Max Brenner franchise. Discount Chemist Warehouse, Escape Travels, the City Lane complex and other retail developments are revitalizing foot traffic and the leasing intent on Flinders Street.

The falling Australian dollar should assist a slowdown in online internet orders, currently valued at approximately \$15 Billion. Australians are predicted to holiday at home instead of abroad as they have in recent years.

We could expect landlords to have to adjust rents downwards as vacancies start to appear and retailers get to cherry pick what is on offer when rent renewals fall due.

The Chamber continues to communicate retail concern about penalty rates, work cover increases, core trading hours as we have done the past year.



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# Benefits of Membership

I am really impressed with the vibrancy of the Young Chamber Group; Chamber is looking to our future and Townsville will be well served by the next generation of business leaders.

Vicki Salisbury, Director,  
Umbrella Studio

The Chamber is the independent voice of local business and industry, with a membership of 500 organisations employing 10,000 local workers.

The more active a member you and your staff are, the more benefit you derive from your membership. For example:

"I enjoy attending the Chamber of Commerce events. I have found that the calibre of members is high and I strongly recommend anyone looking for a business networking group to join. I've met a number of contacts that I have now done business with or could in the future. I look forward to attending more events in 2014"

Cassie Mendo, Hotel Sales Manager,  
Jupiters Townsville Hotel  
and Casino

## Network and Make Business Connections

- Join us for a morning coffee and meet other professionals at the Chamber Coffees, an informal open fortnightly networking event in Flinders Square, the city
- Attend one of our business breakfasts or lunches featuring a relevant and topical keynote speaker of high calibre
- Attend an after work networking event with canapés and drinks, held every quarter
- Attend one of our information sessions, held throughout the year

## Promote your business

- Introduce yourself to existing members via our website and in the Members Profile section of our electronic Promotion Board, distributed to over 850 email addresses
- Advertise your product and service throughout the year in the electronic Promotion Board.
- Advertise in our Annual Year Book
- Gain exposure by sponsoring an event, for example the annual Golf Day or the Business Awards

"As newcomers to the Townsville market, it is imperative that our professional Human Resource Services and Recruitment business align itself with a strong and proactive Chamber of Commerce. We are pleased to have gained some significant results by leveraging off the Townsville Chamber in our first year of operation."

Chris Cunsamy, Director  
CBC Staff Selection  
[www.cbcestaff.com.au](http://www.cbcestaff.com.au)

"Whilst I enjoy the obvious benefits of being involved with the Young Chamber sub-committee and the variety of networking opportunities the Chamber affords me, one of the biggest benefits to my business is the pool of professional assistance I have instant access to when a client or situation requires it. The membership list is my go-to database for a huge range of requirements from accountants and solicitors to pest inspectors and charitable organisations. I simply couldn't be without it."

Victoria Braxton-Meadows,  
Investor Property

## Participate

- Our Industry Sector Groups have targeted activities and events designed to bring together members with similar sectoral interests and issues
- Be a Young Chamber (YC) member, the only Townsville network dedicated to the young professionals and business people
- Nominate your business or an employee to our annual Business Awards
- Read or post information in the member only section of our website

To experience the Chamber, visit our website, [www.townsvillechamber.com.au](http://www.townsvillechamber.com.au), or one of our Facebook pages or Twitter account, either Townsville Chamber or Young Chamber.

Membership to the Townsville Chamber is an affordable way to keep informed, stay in touch and be heard. Become a member today!



# Membership Application

Organisation's name: \_\_\_\_\_

I/We hereby apply for membership to the Townsville Chamber and agree to be bound by its Rules, available on [www.townsvillechamber.com.au](http://www.townsvillechamber.com.au)

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email address: \_\_\_\_\_

Number of Full Time or Equivalent Employees (FTEs) based in Townsville \_\_\_\_\_

Please select what best describes your organisation

- ☐ Employment, Education & Training
- ☐ Professional & Business Services
- ☐ Tourism, Accommodation & Hospitality
- ☐ Transport, Resources, Agriculture & Manufacturing

- ☐ Health & Community Services
- ☐ Retail
- ☐ Property & Construction

- ☐ 1 to 3 employees (\$283)
- ☐ 4 to 8 employees (\$397)
- ☐ 9 to 20 employees (\$567)

- ☐ 20 to 40 employees (\$824)
- ☐ 41+ employees (\$1,133)
- ☐ Private member\* (160)

*\*Private members have their personal name recorded and not the name of their business.*

Please forward this application to:

**Townsville Chamber** Northtown,  
280 Flinders Street / PO Box 1114,  
Townsville QLD 4810

Fax: (07) 4721 2284

email: [members@townsvillechamber.com.au](mailto:members@townsvillechamber.com.au)

Thanks for supporting us and welcome to the  
Townsville Chamber! We'll be in touch shortly.

"There are no leisured class in Townsville. All are workers, and the industrious atmosphere has produced a class of strikingly level-headed business men. Questions of common interest to the city are looked after by the (Townsville) Chamber of Commerce, a body representing every branch of trade in the community, and including amongst its members all the most successful and enterprising business(es) of the place."

**The Annual Review of Queensland,  
December 1902, in H.J. Taylor (1980)  
The History of Townsville Harbour  
1864-1979, p. 49.**

# BOQ CASTLETOWN

## 10 YEARS in the LOCAL COMMUNITY



*BOQ Castletown Owner-Manager David Leonardi and team are proud to have been building local relationships in Townsville for the past 10 years.*

*We look forward to celebrating many more years as part of the Townsville community and we'll continue to work hard to show you it's possible to love a bank.*



Pop into BOQ Castletown and say hi to Owner-Manager David. Call him on 0400 166 067 or email [davidleonardi@boq.com.au](mailto:davidleonardi@boq.com.au)



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# 2012/2013 Townsville Chamber Executive



## Front row, from left to right

**Debbie Giudes**, Chair of the Tourism, Accommodation and Hospitality Sector Group; Owner Manager, Escape Travel. Board member since 2011. **Stephen Motti**, Deputy President and Chair of the Finance and Risk Committee; Senior Principal Brazier Motti. Board member since 2009. **Dawson Wilkie**, President and member of the Finance and Risk Committee; CEO UDP Consulting Engineers. Board member since 2009. **Ranee Crosby**, Chair of the Transport, Resource, Agriculture and Manufacturing Sector Group; Acting CEO, Port of Townsville Limited. Board member since 2010.

## Second row, from left to right

**Matthew Ryan**, Chair of the Property and Construction Sector Group; Director Valuations, Knight Frank Townsville. Board member since 2011. **Andrew Whitehead**, Treasurer and member of the Finance and Risk Committee; Director PricewaterhouseCooper; Board member since 2004. **Troy Popham**, member of the Finance and Risk Committee, Chair of the Professional and Business Services Sector Group; Principal, Moore Stephens. Board member since 2008. **Dolan Hayes**, Chair of the Partnership Committee; Principal, Empower PR. Board member since 2009. **John Carey**, Immediate Past President; Partner Wilson Ryan Grose Lawyers; Board member since 2007. **Andrew Gisinger**, Secretary; Principal QSolutions Group. Board member since 2010. **Michael Kopittke**, Chair of the Retail Sector Group; Director, Integral Small Business Solutions Consulting. Board members since 2010.

## Cameos

**Marie-Claude Brown**, Executive Officer, member of the Finance and Risk Committee, the Young Chamber Committee, and member of all Sector Groups. Head of operations since 2011. **Jodi Hamilton**, Chair of the Young Chamber Committee; Business Development Executive, Quest Townsville. Board position since 2011.

# Advocacy

One lesser known function of the Townsville Chamber is its advocacy work. We represent the membership and the local business and industry community on various working groups, committees, round tables and peak bodies. It is an important task and one critical to achieving our mission of improving Townsville's business environment.

Our advocacy work is based on priorities dictated by members and we often collaborate with other agencies with similar priorities to leverage better outcomes. However, the Townsville Chamber is primarily Townsville-centric and representative of small to medium enterprises. Our focus is on businesses and industries located within the Townsville Local Government Area and on business development over a 5 to 10 year period.

The Chamber's greatest asset is its independence, allowing us to work with governing bodies at all levels and of all persuasion. Chamber activities are funded by members and we receive no public funds to sustain our operations. Our Board is fully independent and our sponsors do not hold Board position.

At 131 years of age, the Townsville Chamber is almost as old as Townsville itself and we know better than anyone how business is done locally.

## 2013-2014 Priorities

### Regionalisation

To maintain and enhance programs that encourage population growth, infrastructure roll out in the North, and business development and/or enterprise connection strategies.

### Affordable and adequate base load power

To plan and deliver an augmented energy supply that will enhance reliability and encourage price competitive positioning, business start up, and investment within this high growth area.

### Improved connections

To partner with other tiers of government in improving the City's connectivity, including the Townsville-Mt Isa Rail Corridor; Main Road's program development; the delivery of high speed data connection and data plans to established business and industry areas; and public transport infrastructure that support the CBD's density population target.

### Our advocacy footprint

To help understanding the breath of our advocacy work, here is a partial list of organisations, agencies and bodies we liaise with on a regular basis.

Advance Cairns  
AusIndustry  
Austrade  
Australia Papua New Guinea Business Council  
Australian Department of Immigration  
Australian Productivity Commission  
Ayr Chamber of Commerce  
Barrier Reef Institute of TAFE  
Broadband for the Tropics  
Burdekin Shire Council  
Business Council of Australia  
Catholic Education  
CBD Super Stadium and Entertainment Precinct  
CBD Taskforce  
CBD Traders Inc  
Chamber of Commerce and Industry Queensland  
Chartered Accountants of Australia  
Charters Towers Chamber of Commerce  
Charters Towers Regional Council  
CPA Australia  
Cruise Ship Strategy Committee  
Defence and Community Joint Working Committee  
Defence Australia  
Defence Community Organisation  
Defence Industries Opportunity Group  
Defence Queensland  
Economic Recovery Working Group  
Enterprise Connect  
Ergon Energy  
Fair Work Australia  
Federal members, including MPs for Dawson, Herbert, and Kennedy  
Great Barrier Reef Marine Park Authority  
Hinchinbrook Chamber of Commerce  
Hinchinbrook Shire Council  
Independent Schools  
Industry Capability Network  
Inspiring Australia  
James Cook University  
JCU's eCentre  
JCU's Faculty of Law, Business and Creative Arts  
JCU's Tropical Innovation Development Opportunities project  
Lae Chamber of Commerce  
Local Rotary Clubs  
Mackay Chamber of Commerce  
Mackay Whitsunday Regional Economic Development Corporation

### Skilled resource

To invest in programs incentivising skilled workers to remain in this region, including the development of fly-in fly-out protocols and a support program that builds on Federal Government S457 Visa initiatives.

### Business cost

To review legislative obligations and reporting requirements for small business, to remove duplication, and to streamline approval and permit processes.

### CBD Super Stadium and Entertainment Precinct

To commit to a third funding allowing the delivery of a modern, well located, multi-purpose centre that enhances function and convention opportunities for the region.

Mount Isa Chamber of Commerce  
Mount Isa Council  
National Broadband Network  
National Qualifications Australia  
National Retail Association  
NQ Bulk Ports Corporation  
NQ Business Round Table  
NQ Energy Review project  
NQ Skills Taskforce  
Port Moresby Chamber of Commerce and Industry  
Port of Townsville Limited  
Property Council of Australia  
Public Transport Round Table  
Queensland Law Society  
Queensland Plan  
Regional Australia Institute  
Regional Development Aust, Townsville North West Qld  
Regional Economic Development Regional Organisation of Councils  
State Dept for Tourism, Major Events, Small Business and the Commonwealth Games  
State Dept for Transport and Main Road  
State Dept. of Education, Training and Employment  
State Dept. of Science, Information Technology, Innovation and the Arts  
State members, including MPs for the Burdekin Hinchinbrook, Mundingburra, Thuringowa & Townsville  
The Townsville Hospital  
Toowoomba Regional Enterprise  
Townsville 150th Anniversary Committee  
Townsville Airport  
Townsville Business and Industry Incubator  
Townsville Business Development Centre  
Townsville City Council  
Townsville Creative Industries Project  
Townsville Digital Economy Strategy  
Townsville Economic Development Secretariat Committee  
Townsville Enterprise Limited  
Townsville Futures Plan  
Townsville ICT Business Network  
Townsville Recovery Group  
Townsville Shires  
Townsville Sisters City Committee  
Townsville Sustainable City  
Tropilinks  
Urban Development Institute of Australia  
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# Networking

The Chamber is known for its great networking events. In 2013, we held 42 events bringing together over 2,000 people.

The Chamber offers a range of networking events, from formal black tie to professional development presentations, after work drinks, informal coffees and social events like the annual Golf Day.

We also participated to two Expos and conducted two trade missions with Papua New Guinea, one here in June, and one in Port Moresby in July, to mark the 30th anniversary of our Sister City relationships.

This year, we successfully introduced tours of various economic drivers in the area, like the Endeavour Foundation Business Centre; Evolution Mines' Mt Carlton's operations; the Townsville Bulletin Press

site; Lavarack Barracks; and the Emergency Services operation's room. We also invited members to visit On Board IT so they could experience a business with an NBN connection.

We conducted a few information sessions on employment and training trends, two on development planned for the CBD, and a forum on innovation.

We organised for members to meet the Federal candidates for Herbert, Dawson and Kennedy and hosted a debate between the LNP and ALP candidates for Herbert a week before the election.

Members had informal presentations by the Office of the Fair Trade Ombudsman and the Queensland Parliamentary Committee of Inquiry. We also celebrated the end of the 2012/2013 Financial Year, Business Professionals Week and the Holiday Season.

As always, the Chamber makes business connections by delivering quality events and excellent networking opportunities.



The recent visit arranged by the Chamber to Lavarack Barracks was a highlight for me. It was exciting to see how Lavarack Barracks has changed over the years. The tour was informative, and educational. We got an insight into how Lavarack functions on a day to day basis. I look forward to more of these behind the scenes visits.

I attend regular Chamber of Commerce functions and find the networking opportunities that it provides invaluable.

**Greg Luckel · Regional Manager,  
North QLD & FNQ, BizFurn  
Express Australia**

"We find our membership of the Chamber of Commerce particularly valuable as both a networking opportunity and an introduction to some of our region's most important facilities such as the Port of Townsville, Lavarack military base and the Queensland Nickel facility at Yabulu.

The Chamber is doing a terrific job linking business persons to the community at large."

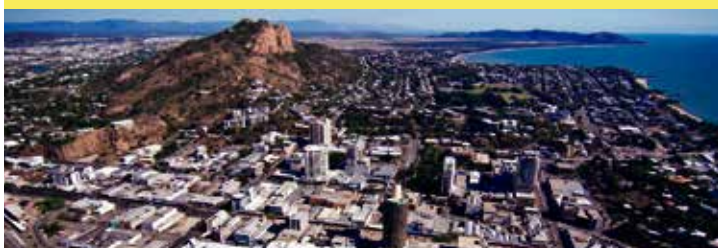
**Graeme Russell, Principal,  
Ray White Commercial**

"Over many years I have enjoyed and learnt through the many Chamber Functions. As for the networking, I don't think I have ever been to a function and not picked up work eventually from at least one card swap."

**Trevor Hyatt, Principal, Norm Hyatt Locksmiths**

## Ray White Commercial

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# 2013 Townsville Chamber Business Awards

After 15  
years of Achievement  
Awards recognizing outstanding  
young individuals, the Townsville Chamber  
reviewed its annual recognition program to  
include categories for businesses.

The Townsville Chamber Business Awards recognises  
excellence in the Townsville business and industry  
community. The Awards have expanded from the original  
two categories for young individuals - Young Business  
Person and Young Employee, to now include three  
categories for business - Business Solution, Business  
Community and Employees' Choice.

For the first time this year, the Chamber  
selected a Champion from  
all applicants.

## Class of 2013



### Townsville Champion

Jodi Hamilton, Young Chamber Committee; 2013 Townsville Chamber Champion, Marsha Davies, CEO Coast to Country Housing Company; Chair of the 2013 Selection Panel, Chamber Life Member and Partner at PricewaterhouseCoopers, Phil Clarke and Dawson Wilkie, President Townsville Chamber.

*"Being a new Chamber member in 2013 has helped my business grow. The network of professionals with a desire for improving products and services has allowed me, as a business owner, to improve the services offered to my clients. The Chamber's wealth of information and industry trends keeps up to date with what is happening within the Region. I wish I had become a member of the Chamber years ago!"*

Simon Boyes, Managing Director, Benchmark Solutions  
Winner of the 2013 Townsville Chamber Innovation Award



### 2013 Young Business Person Award

Andrew Gisinger, Board member and Award sponsor QSolutions Group; Jodi Hamilton, Young Chamber Committee; 2013 Young Business Person, Joshua Hislop, Fusion Solar and Electrical; Dawson Wilkie, President Townsville Chamber.

## Award Supporters

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Opportunities for people with a disability



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#### Finalists of this year's Business Awards

from left to right: Nicole Hayes and Chris Paterson, AECOM; Amanda Stevens, Knight Frank; Tim Reynolds, Rockfield Technology Australia; Kristen Goldup, Townsville Tickets; Andy Froggatt, Coast to Country Housing Company; Stacey Jackson, Helping Hands Occupational Therapy; Dr Govinda Pandey, Rockfield Technology Australia; Simon Boydes, Benchmark Scaffolding and Edge Protection; Marsha Davis, Coast to Country Housing Company; Travis Farley, TBD Communication Design; Leisa Zantuck, Aviation College.  
**Not in this photo:** representatives from Brothers League Club; Jenny Manganaro, Horan and Bird; and Joshua Hislop, Fusion Solar and Electrical.



#### 2013 Employees' Choice Award

Dawson Wilkie, President Townsville Chamber; 2013 Employees' Choice winner, Coast to Country Housing Company represented by Andy Froggatt; and Award sponsor SEEK Ben Vickers, Senior Account Manager.



#### 2013 Community Award

Dawson Wilkie, President Townsville Chamber; 2013 Community Awards winner, TBD Communication Design, represented by Travis Farley; and Award sponsor, Endeavour Foundation Shaund McDonagh, Executive General Manager.



#### 2013 Young Employee Award

Jodi Hamilton, Young Chamber Committee; Andrew Gisinger, Board member and Award sponsor QSolutions Group; 2013 Young Employee, Dr Govinda Pandey, Rockfield Technologies Australia; Dawson Wilkie, President Townsville Chamber.



#### 2013 Innovation Award

Dawson Wilkie, President Townsville Chamber; 2013 Innovation Award winner, Benchmark Scaffolding and Edge Protection represented by Simon Boyes; and Award Sponsor Guildford Coal, Mark Reynolds, Project Director North Queensland.



## St Margaret Mary's College

*Honouring the Past and Forging the Future*



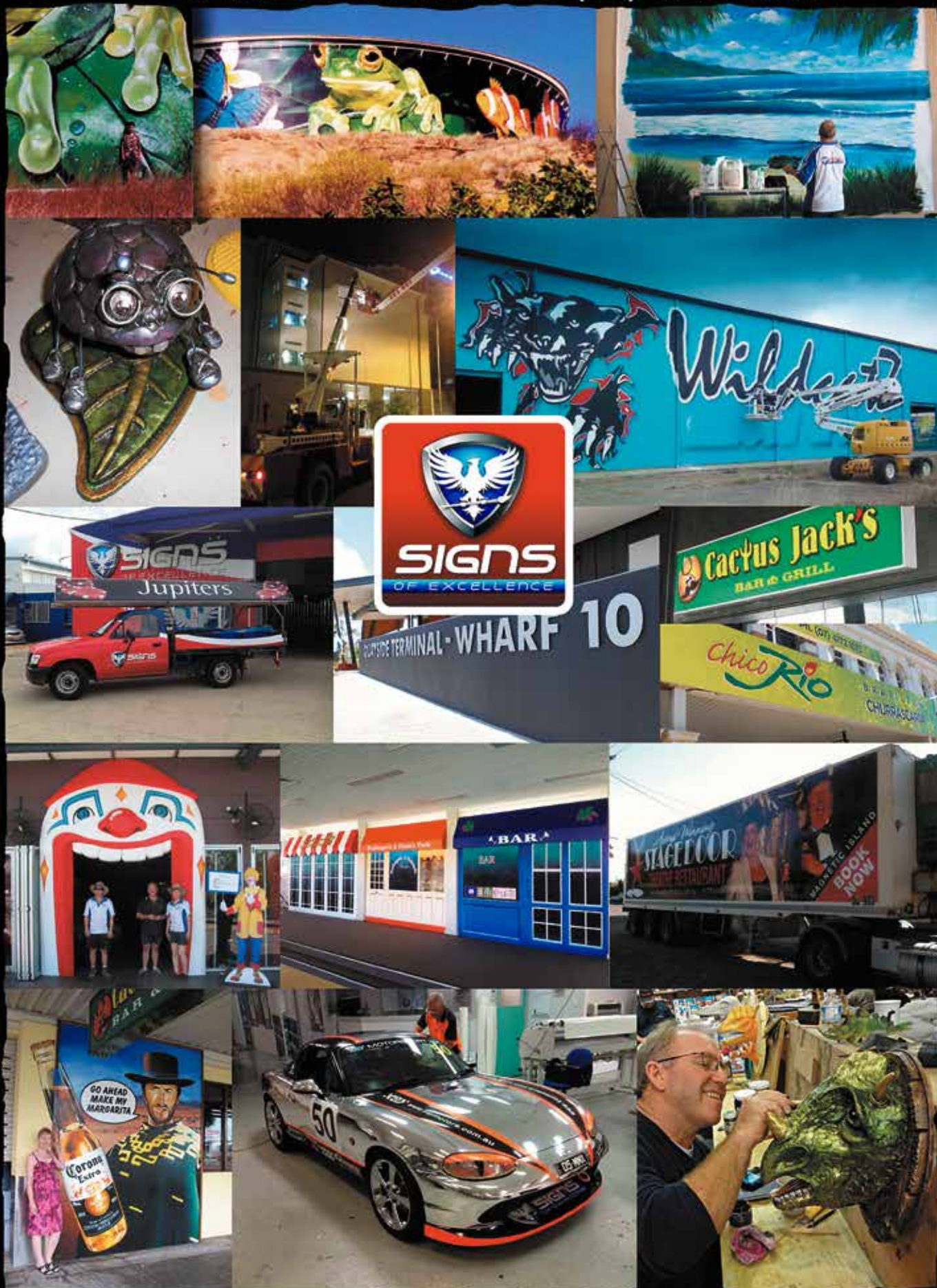
### The 50th Anniversary of St Margaret Mary's College

The Community of St Margaret Mary's College proudly continues the Good Samaritan story into the future ~ we honour the past fifty years and eagerly plan for the next! We are grateful for the support from everyone this year as we celebrate all that is wonderful about life in our College.

Visit our website [www.smmc.catholic.edu.au](http://www.smmc.catholic.edu.au) and follow us on [Facebook](#) [Twitter](#)



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# Golf Day

Thanks to our Golf Day sponsor, Cairns Finance/Scottish Pacific Debtor Finance, 16 prize sponsors and a 100 golfers, the 2013 Chamber Golf Day was a great day out of the office, relaxing with colleagues and networking with others. Thanks once again to all who helped and supported the 26th annual Golf Day.



## Wingate Properties

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### Who we are:

Founded in 1990, Wingate Properties has a well-documented track record in the successful delivery of market-leading property projects. With experience and innovation underpinning their development processes, Wingate Properties boasts a enviable portfolio of master-planned residential, commercial, retail and industrial projects.

**Wingate is proud to be investing in Townsville.**

### Wingate Properties projects at a glance:

- Ripley Town Centre, Ipswich
- Swanbank Enterprise Park
- Ipswich Riverlink
- Bremer Business Park
- QCL Industrial Park Endenbrook (SEQ)
- Mile End Homemaker Centre (Adelaide)

### Current projects:

- River Junction
- Ripley Gateway
- Rasmussen, Townsville

# 2013-2014 Membership List

This year's list is organised according to the Chamber's seven Industry Sector Groups. In the past, members were segmented in 78 professional categories. We hope this arrangement demonstrates the diversity and depth of our local economy and will support the Chamber's efforts of sectoral activities.

## EDUCATION, EMPLOYMENT & TRAINING

Advanced Personnel Management	4755 2188	Defence Force Recruiting	4726 0205
All Trades Queensland Pty Ltd	07 3806 1120	Drake Australia	4721 8222
AWX Pty Ltd	4728 3792	Etrainu Pty Ltd	4721 4222
Axial Training	4725 8822	Hays	4771 5100
Barrier Reef Institute of TAFE	4750 5211	Industry Training Queensland Pty Ltd	4774 4144
Baseline Training and Consulting Pty Ltd	1300 227 354	IPA Personnel	4750 7777
BSI Learning	4779 5232	James Cook University	4781 4165
Business Success Group	1300 666 612	<p>"Throughout the year Kelly Services staff have attended the tours coordinated by the Chamber to Mt Carlton Mine, Port of Townsville and Queensland Nickel.</p> <p>We have found every event to not only be extremely well coordinated but also very informative. I would strongly encourage membership to the Townsville Chamber of Commerce. The team are helpful, extremely professional and focused on providing value to their members"</p> <p><b>Catherine McKay, Branch Manager, Kelly Services</b></p>	
Capabilities Employment Service Inc.	4771 5922		
Careers Australia	1300 887 696	JCUVet	4781 3600
Cathedral School of St Annes	4722 2000	Johnstaff Projects	3832 1800
CBC Staff Selection	1300 133 801	Kelly Services	4760 1033
Chandler Macleod	4772 4673	Learning Partnerships	4728 1555
CORES Townsville	0427 455 313	NEATO Employment Services	4789 9899
CoreStaff	4771 8200	NQ Employment	4775 1113
CRS Australia	4762 7500		
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Precruitment Pty Ltd (Townsville Branch)	4721 5600	Coast To Country	4772 5530
Prominent Labour Hire	0408 624 550	Cootharinga Society of North Queensland	4759 2012
Protech Working Recruitment	4774 4300	Cowboys Rugby League Football Ltd	1300 462 692
Rehab Management Australia Pty Ltd	1300 762 989	Endeavour Foundation	4729 6000
SEEK Limited	03 8517 4517	Future For Kids Queensland	4724 2775
Skill360 Australia	4750 4300	Hearing Life	4755 2400
Skilled Group Ltd	4726 3900	Helping Hands Occupational Therapy	4723 9539
St Margaret Mary's College	4726 4900	House With No Steps	07 3117 0741
St Patrick's College	4772 2700	Mandy Thompson Consulting	0419 728 089
Steps Employment	4727 2600	Mater Health Services North Qld Ltd	4727 4444
Tec NQ	4779 2199	my.dentist.nq	4720 0500
The Workpac Group	4759 4622	North Qld Wing Chun Kung Fu Academy	0427 537 771
TORGAS Inc	4759 0000	NQ Domestic Violence Resource Service	4721 2888
TP Human Capital	4772 3800	NQ Dry Tropics	4724 3544

#### HEALTH & COMMUNITY

1300SMILES Ltd	4771 4866	Oak Park Race Club Inc	4062 5161
ACT for Kids	4779 0611	Ronald McDonald House North Qld	0428 000 987
AEIOU Foundation	4773 2898	Rotary Club of Mundingburra Inc	4727 9296
Amcal Robert Poole Pharmacy	4778 2095	Rowes Bay Golf Club Inc	4774 1188
Arts NQ Inc	0438 952 263	Total Lifestyle Chiropractic	4771 4100
Australian Festival of Chamber Music	4771 4144	Townsville and Suburban Medical Practice	4779 5077
Bernie Lanigan Optometrist	4772 1970	Townsville Crocodiles	4778 4222
Camp Quality	4723 2250	Townsville Cultural Fest	4772 4800
		Townsville Multicultural Support Group Inc	4775 1588



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## MEMBERSHIP LIST

### HEALTH & COMMUNITY

Townsville RSL Services Club Inc	4759 9500
Townsville Yacht Club	4772 1192
Umbrella Studio	4772 7109

Max Short  
Merv Short OAM  
Mike Menkens  
G V Roberts  
Penny Wilson  
Peter Duffy  
Philip Clarke  
Rosemary Menkens MP  
Senator The Hon. Ian Macdonald  
Susan Roberts  
Sylvia Ditchburn

### INDIVIDUALS

Alison Johnson

Andrew Whitehead

Barry Toohey

Col Rains

Colin Harkness

Craig Stack

Evan Sarinas

Ewen Jones MP

Fay Barker

Graham Jackson

Ray Carsten

John C Kelly

Julie Walker

Ken Atkinson

Ken Crane

Kristin Jacobsen

Lance Manning

Margaret Thomas

### PROFESSIONAL & BUSINESS SERVICES

AAA+ Financial Solutions	4721 4700
ADITS Pty Ltd	47241 364
ALL Home Loans (Queensland) Pty Ltd	4724 1047
Anittel	4750 9999
ANZ Banking Group	4722 3219
AON Risk Services	4725 5906
ARBDS	4723 9476
Aus-Industry	4721 6649
Austax Townsville	47252384
Austrade	4721 3677
Australian Army Lavarack Barracks	4771 7011

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Australian Drug Detection Agency	4723 0302	CCIQ	4750 1650
Australian Institute of Marine Science	4753 4480	Commonwealth Bank Australia	4721 1290
Axis Investment Centre	4771 6089	Concord Tax	4773 4088
Balfour Consulting	4771 4566	Concord TBS	4775 6322
Bank of Queensland Castletown	4760 1000	Connolly Suthers	4771 5664
Bank of Queensland Townsville City	4761 8460	Coral Sea Mercantile	4795 2833
Benchmark Business Solutions	4772 0233	Corymbium	0458 788 202
Bendigo Bank	4722 0511	Coutts Redington Pty Ltd	4796 0888
Best Home Loans and Mortgage Services	4779 0555	CPA Australia	07 3100 6800
Bibby Financial Services Pty Ltd	0413 366 736	Crowe Horwath	4722 9555
Bizrich Business Solutions	0409 120 408	Cubic Defence Australia	4775 1881
BNC Planning	4724 4551	Dalle Cort Financial Services	4771 3800
BOOX	4479 2690	Dash Pacific	4721 3044
Boulton Cleary and Kern	4772 9200	<p>"Opening an office and networking with locals in Townsville has been made easier with the opportunities offered by the Chamber of Commerce. These have proved invaluable to the successful continued growth of the business."  <b>Jason Dixon, Senior Quantity Surveyor, WT Partnership</b></p>	
Bragg and Associates Pty Ltd	4727 3555		
Brand Ambassadors Pty Ltd	0419 757 896		
Brazier Motti	4772 1144		
Brett Schreiber and Associates	4773 2988	Datacom Systems (Qld) Pty Ltd	4728 7800
Business and Career Pillars P/L	4721 1998	Defence Housing Authority	4726 1800
C E Finch	4772 1022	Defence Support Group	4411 8500
Cairns Finance	0438 779 355	Department of Defence	4411 8500
Carey Accountants Pty Ltd	07 4772 7033	Department of Education and Training	4750 5616
Cashflow Finance Australia Pty Ltd	0448 052 069	Dept State Development Infrastructure	4799 7068
		Driveway Training Pty Ltd	47250354



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### PROFESSIONAL & BUSINESS SERVICES

		KordaMentha (NQ)	4724 5455
Emanate Legal	4727 0100	MacDonnells Law	4722 0220
Empower PR Pty Ltd	0417 778 268	Mackey Wales Law Pty Ltd	4772 6699
Family Business Support	4721 3888	Maclean Partners Chartered Accountants	4729 2222
Financial Directions NQ	4755 0611	Map Private Wealth	4753 0000
Financially Yours	4772 2200	MASSICK Pty Ltd	0417 614 865
Finpac Financial Advisors Pty Ltd	4772 5655	Moore Stephens Qld Ltd	4796 9999
Freeman Immigration	4772 0100	Mount Isa Chamber of Commerce	4743 9881
Grace Law	4775 4997	National Australia Bank	4722 1289
Grace Records Management	4774 5035	National PC Pty Ltd	1300 733 672
Greening Australia(Qld) Limited	4796 0444	Natural Resource Assessments Pty Ltd	4796 9444
Griffin and Associates	4772 6588	North Queensland Insurance Brokers	4773 5999
Hallerwealth	4755 7777	North Queensland Small Business Centre	4723 8491
Harrison Grierson Consultants Pty Limited	4722 2707	North Qld Wealth Management Pty Ltd	4775 5703
Host Medium	1300 780 021	Offermans Partners	4724 0000
Houghton Projects	0418 929 556	Onboard IT	4722 1777
Integrated Chemical & Environmental Svcs P/L	4779 3388	Operational Performance System	0439 860 673
IQ Australia	4771 5498	Oracle Studio Pty Ltd	4724 5980
Jardine Lloyd Thompson Pty Ltd	4722 9000	Osmotion Pty Ltd	4724 5899
Jepson Media	0402 701 292	Packer Ryder Home Loan Service	4721 5266
Jessup	4772 3515	Paradise Outdoor Advertising	4758 4600
Jodie Kennedy Event Management	0412 847 397	Praescius Financial	4789 0491
Journey Financial Group	4723 9188	PricewaterhouseCoopers	4721 8500

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Prime Super	0488 777 911	Suncorp Bank	4760 8285
Private Equity Solutions	0408 849 943	Sunsuper Pty Ltd	13 11 84
Proactive Bookkeeping NQ	4725 2911	TBD Communication Design	4724 3366
Proactive Business Solutions NQ	0408 346 122	The Marketing Factory	0434 520 902
Purcell Taylor Lawyers	4721 3499	Tippett Schrock Architects	4772 3044
Queensland Country Credit Union	4750 3300	TJ IP Patents, Trade Marks	4420 1148
Queensland Master Builders Association	4760 4600	Towers Business Development Pty Ltd	4724 1118
Queensland Teachers' Credit Union Ltd	4725 6949	Townsville Business Women's Network	4721 1123
RAAF Base Townsville	4752 1100	Townsville Chamber	4771 2729
RBS Morgans Limited	4725 5787	Townsville City Council	4727 9200
Regional Business Services	4773 7512	Townsville Enterprise Ltd	4726 2728
Rider Levett Bucknall	4771 5718		
RLA Finance Australia	4775 4155		
Roberts Nehmer McKee Lawyers	4772 2177		
Rowlands Surveys Pty Ltd	4775 5077		
RPS Group Pty Ltd	4724 4244		
Sensory Group	0417 900 545		
Simon Technical Services	4774 3607		
SLR Consulting Australia Pty Ltd	4722 8000		
St George Bank	4795 4100		
Steel Pacific NQ Insurance Brokers	4725 2820		
Strategic Contract Solutions Pty Ltd	0408 280 443		
Sturt Business Centre	4722 2777		
		Utility Asset Management	4755 0311
		V8 Supercar Events Townsville	07 5630 0364
		Westfund Health Insurance	4728 6211
		Westpac	4720 0156
		Wilson Ryan Grose	4760 0100
		Yellow Pages (Sensis Pty Ltd)	4761 8500

"We've been involved with the Chamber since establishing our business, and have found it and its events a valuable platform for networking and making business connections: whether that be its annual business achievement awards night, coming (consistently) last in Chamber Golf at Rowes Bay, or attending the numerous networking functions throughout the year."

**George Milford, Director, Milford Planning Consultants**

# MORLEYS

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## MEMBERSHIP LIST

### PROPERTY & CONSTRUCTION

		Hansen Yuncken Pty Ltd	4726 2900
Abigroup Contractors Pty Ltd	4781 0600	Hatch Associates Pty Ltd	4795 9000
ADBRI Masonry	47745855	HBS Management	4778 8201
AECOM Australia Pty Ltd	4729 5500	Herron Todd White North Qld Pty Ltd	4724 2000
Arena Engineering	4725 5016	Horan and Bird	4721 3022
Base iGi Consulting	4772 3730	iGPM Consulting	4740 5454
Benchmark Scaffolding	1300 11 22 47	Infinity Solar Pty (Ltd)	4724 0214
Big Hammer Building Centre	4725 5260	Investor Property	4774 2666
BM Webb Holdings Pty Ltd	4774 7880	J and D Rigging Pty Ltd	4774 7899
Bradfast (Bradshaw Enterprises P/L)	4774 7688	John Gribbin Realty	4725 3300
Cardno Qld Pty Ltd	4772 1166	Knight Frank (Townsville)	4750 3000
Cement Australia	4720 1620	Kro Panels	4779 5622
Choice Sheds and Patios	4795 1390	Lancini Group of Companies	4753 5500
CivilPlus Constructions Pty Ltd	4728 6822	LCJ Engineers Pty Ltd	4721 5800
Clean Team	4789 2873	Leighton Contractors	0407 631 866
Colliers International	4721 2622	Martin Locke Homes	1300 045 044
Dec-Mech Pty Ltd	4755 0282	Merle Trembath Real Estate	0418 882633
Delfin Townsville Pty Ltd	4728 7200	Milford Planning Consultants	4724 0095
DEXUS Property Group	4799 9101	Northern Consulting Engineers	4725 5550
Donald Cant Watts Corke Qld Regional Pty Ltd	4724 1040	Northwest Construction Company Pty Ltd	4774 6644
Douglas Partners Pty Ltd	4779 9866	Opteon	4772 4994
E.J. Cooper and Son Pty Ltd	(02) 9842 1148	Pacific Coast Engineering Pty Ltd	4774 8477
Fairfield Waters	4778 3088	Page and Pearce	4728 2199
Ferry Real Estate	4772 2222	Parkside Timber Company	4783 2399
Flanagan Consulting Group	4724 5737	Paynter Dixon Queensland Pty Ltd	4951 1530
FortisEM	0408 746 901	Phoenix Constructions (Qld) Pty Ltd	4725 1458
Fusion Solar and Electrical	0413 254 834	Pregno Family Investments	4041 6228
Gary Orford	4724 5380	Ray White Commercial Townsville	4726 7888
Gedoun Property Group	4721 5555	Ray White Munro Partners Townsville	4759 3999
GHD Pty Ltd	4720 0400	Reeves Constructions (Qld) Pty Ltd	4724 4422



Rockfield Technologies Australia Pty Ltd	4725 5874	Carmichael Ford Four	4750 0500
Ron Jones The Builder	47799917	Castletown Shoppingworld	4772 1699
Ross Real Estate	4725 5200	Chez Belle Skincare	4775 4447
Scott Brickworks Townsville	4774 5300	Classic Coffee Company	4773 5499
Seymour Whyte Constructions	4721 2610	Coates Hire	4779 9999
Shamrock Civil Engineering Pty Ltd	0437 385 420	David Taylor Spray Painting	4725 6100
SLR Consulting Australia Pty Ltd	4722 8000	Delta Office Solutions	4724 5666
Smith and Elliott Real Estate	4758 5555	Dexion North Qld	47799666
Soil Engineering Services	4774 7888	Digital Business Technology	4724 9999
Spinifex Pest Control Pty Ltd	4725 3666	Direct Wholesale Tyres Pty Ltd	4774 3500
Stockland Development Pty Ltd	4721 3915	Distinctive Promotion	4721 1883
Taylor Byrne	4771 6789	Domain Central	4755 0417
TCS Civil and Building Pty Ltd	4774 8374	Doo Town	4725 2338
Think Pink Property	4724 0577	Fitzgerald's Funerals	4724 4000
Townsville Rentals Pty Ltd	4722 2424	Force Access	4725 2503
UDP Consulting Engineers	4772 0666	<p>"The Chamber has assisted our business with not only information on "what's happening" in Townsville, but also invaluable courses such as social networking. Also please keep those educational and informative tours coming."</p> <p><b>Anne Boyle, Avis Townsville City</b></p>	
Vernon Constructions	4774 3131		
W and F Constructions Pty Ltd	0419 022 227		
Wingate Properties	(07) 3833 6459	Fourex Clothing Pty Ltd	4771 2091
WT Partnership Aust Pty Ltd	4722 2760	Fuji Xerox Business Centre	4759 9499
<b>RETAIL</b>		Great Northern Laundry Pty Ltd	4772 4188
Alexander Body Works	4725 8399	Hastings Printers and Stationers Pty Ltd	4779 8088
Almic Holdings Pty Ltd	4772 3177	Herroncamc	4772 4474
Angus Smith Sportspower	4772 3799	Hip Pocket Workwear	4771 4455
Ardent Office Equipment Pty Ltd	4725 1300	Honeycombes Sales & Service	4783 2344
Avis Australia	4762 7400	Jewellery By Design	4755 2048
Avis Australia (City)	4799 2022	Jim's Group of Companies	4774 7680
BIZFURN Express	4728 8333	John de Rooy Photography	4725 4660
Bodyguard Security	4775 1828	Kim Bartlett Master Jewellers	47723622
Bolton Print	4035 3833	Loloma Investments Pty Ltd	4771 0300

## MEMBERSHIP LIST

### RETAIL

Lotsa Print	4772 3344	Townsville Office Furniture	4722 0300
Malpara Florist	4771 6767	Tropic Distributors Pty Ltd	4726 0300
Mike Carney Toyota	4759 4200	Tropical Topless Car Rentals	4758 1111
Morleys Funerals Pty Ltd	4779 4744	Woolly Fleece Australia Pty Ltd	4725 6700
Norm Hyatt Locksmith	4771 2435	Wridgways	4779 8255
North Queensland Audio Visual	4728 9200	<b>TOURISM, ACCOMMODATION &amp; HOSPITALITY</b>	
North Queensland Newspaper Co	4722 4400	Amusements Plus	0488 676 701
North West FlooringXtra	4723 0177	Aquarius on the Beach	4772 4255
Northern Sportscene	4772 3666	City Oasis Inn	4771 6048
Oceanview Funeral Services	4755 0296	Escape Travel	4775 5111
Pacific Rim Technical Services (PRTS)	4725 2526	Grand Hotel Townsville	4753 2800
Pen to Paper	4775 7776	Hi Roller Motel	4779 2179
Pickerings Auto Group	4726 5555	Hidden Valley Cabins	4770 8088
Prime Radio	4729 4000	Holiday Inn Townsville	4772 2477
Proactive Security	747891301	Hotel Ibis Townsville	4753 2000
Qld360	0429 930 380	Inflight Publishing Pty Ltd	3891 7793
Ruswin Integrated Security Systems	4720 8900	JAM Corner	4721 4900
Salvation Army Salvo Stores	4447 7111	Jupiters Townsville	4722 2333
Southern Cross Media	4729 2111	Mercure Townsville	4759 4900
Success Business Magazine	4771 2669	Museum of Tropical Queensland	4726 0600
Sun City News	4771 3338	Park Regis Anchorage Townsville	4722 6200
Telstra Business Centre Townsville	4771 4160	Powerplay Catamarans Townsville Pty Ltd	0439878254
Telstra Country Wide	4953 7103	Quest Townsville	4726 4444
The Cheesecake Shop Willows	4773 5599	Range Caravan Park	4773 2419
The Outback Pie Company Pty Ltd	4774 3571	Red Baron Seaplanes	4758 1556
The Rackstack Warehouse	4774 3444	Reef HQ	4750 0800
Tony Ireland Holden	4726 7777	Roux Blond Creative Catering	4724 4018
Touch of Utopia	4772 4317	Rydges Southbank Hotel	4726 5265
Town Automatics	4772 3455	Seagulls Resort	4721 3111



The Pier	4721 2567	North Queensland Customs Service	4772 2400
Townsville Business and Leisure	4080 4090	NTP Forklifts	4774 8900
Tropical Travel	4772 5800	Origin Energy Mt Stuart	4778 1700
<b>TRANSPORT, RESOURCES, AGRICULTURE &amp; MANUFACTURING</b>		Pacific Marine Group Pty Ltd	4724 2200
Airnorth	08 8920 4058	Pacific Rim Technical Services (PRTS)	4725 2526
Argyle Pastoral Company	4778 8068	Pack and Send Townsville	4725 8000
Atlantic Civil Products	4774 5611	Port of Townsville Limited	4781 1500
Aurizon	4772 8309	Premier Fire (NQ) Pty Ltd	4775 6627
BHP Billiton Cannington	4722 5885	QR National	4772 8591
Bluescope Lysaght	4774 9500	QSafe Solutions Group	4788 7224
C and R Consulting Pty Ltd	4725 3751	Rosshaven Marine Pty Ltd	4772 6392
Combined Metal Fabrication	4775 6699	Royal Wolf Containers	4774 4900
Conquest Mining Ltd	4728 7981	Sealink Queensland	4771 3855
David Taylor Spray Painting	4725 6100	<p>"We joined the Townsville Chamber of Commerce in the last year and enjoy being part of a network of local businesses from the private and public sectors. It has opened new doors for us both from a networking and business development perspective."</p> <p><b>Ben McMahon, Director, Tropical Containers</b></p>	
Donhad Pty Ltd	4774 6688		
Energy Power Systems Australia Pty Ltd	4774 6244		
Energy NQ	0418 888 652	Shadeview Blinds	4725 2527
Ergon Energy	4727 6133	Signs of Excellence	4775 7888
Global Welding Supplies	4755 0850	Standard White Cabs	4772 1778
Gough Plastics	4774 7606	Sun Metals Corporation Pty Ltd	4726 6666
Gould Instruments Pty Ltd	4779 6750	Toll QRX	4778 1545
Guildford Coal Limited	02 4914 5910	Totalfab Pty Ltd	4789 3777
Hastings Deering Australia Ltd	4727 7667	Townsville Airport Pty Ltd	4727 3211
Integrated Breathing Systems	4779 1119	Townsville Helicopters	0448 627 277
Energy NQ	0418 888 652	Tropical Containers Pty Ltd	4721 4444
K Line Australia Pty Ltd	3227 4900	UGL Rail Ltd	4753 2100
MEC Mining	4722 2735	Universal Cranes Townsville Pty Ltd	4779 4088
Mining Advocate	4755 0336	Xstrata Copper	4781 8222
MMG Century	4769 5031		

# What Members Say

"TORGAS appreciates and values the business information provided by the Chamber as well as its networking functions."

**George Peever, CEO, TORGAS**

"I congratulate the Townsville Chamber of Commerce' vision for their events. Due to work/family commitments, it is hard for me to attend many of these, however I was able to go to the News Ltd printing processes and it was very informative."

**Mike Robinson, Director,  
Coral Sea Mercantile**

"The Chamber's facilitation of a seminar with officers from the Commonwealth's Fair Work Ombudsman provided a useful insight into the practical operations of the department as well as a great opportunity to establish contacts with some of the individual inspectors."

**Jessica Weber, Lawyer,  
MacDonnells Law**

"Thanks for organising the various functions. They are a great way to meet people in different businesses. The visit to the Townsville Bulletin was especially good. Well done."

**Andrew Simon, Principal,  
Simon Technical Services**

"I recently moved back to Townsville, and after a 20 year career in the Australian Army, I have moved into the financial services industry working for Carey Financial. I have found the Townsville Chamber of Commerce events to be an excellent opportunity to establish valuable networks within private industry and government agencies across North Queensland."

**Colin Lea, Carey Financial, Carey  
Group of Companies**

"I enjoy attending Chamber events such as the coffee mornings which provide an easy environment to network. The industry focus groups, such as Business Professionals Week, provide valuable information to keep abreast of developments within the local community. I am a keen attendee and can see the benefits of partnering."

**Ebanee Jones, Section Manager  
Accountancy & Finance, Hays**

"I attend the Chamber's Coffees and have found them to be like a 'one-stop-shop'. That's where I found an IT provider and regularly pick up new clients."

**EtrainU**

"Becoming a member of the Townsville Chamber has provided our company with the opportunity to network with the business community to learn about their business and inform them about ours. In particular, participating and being a recipient of multiple Townsville Chamber Awards has provided significant positive exposure for our company"

**Marsha Davies, CEO, Coast to Country  
Housing Company**

"We became a member of the Chamber immediately upon starting our consultancy business in Townsville in 2008. The Chamber is a reliable source of information as well as a major facilitator of business networking."

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