

Business Queensland Connect



June 2024

Powering Small Business

Queensland Small Business Strategy 2024-27

The recently launched [Queensland Small Business Strategy 2024-27](#) aims to build a strong and diverse small business sector, boosting economic growth, creating jobs, and seizing opportunities.

With a vision of creating a thriving, resilient small business sector supporting local jobs and contributing to a strong economy across Queensland, the strategy is focused on lowering costs for small business; boosting opportunities for small business; building building resilience, capability and workforce; and growing diversity.



Based on an extensive consultation process with small business owners, key stakeholders, peak bodies and industry representatives, the three-year strategy will help to ease cost-of-living pressures, boost productivity and maximise procurement and supply chain opportunities available as a part of Queensland's infrastructure [Big Build](#) of housing, energy, hospitals, schools, and transport.

With support available to help increase the skills and capabilities of small business owners and their workforce, the strategy is set to power small business to innovate, adapt, grow, and thrive.

Explore the offerings in the new strategy on [Queensland Small Business Strategy 2024-27](#).



Business Queensland Connect the podcast is now live!

It's the new show designed to help Queensland businesses start, grow and thrive! In episode one, we talk business mentoring with Andrea Anderson from Your Marketing Machines. Andrea is a volunteer business mentor with the Queensland Government's [Mentoring for Growth](#) program.

We discuss what it's like to be a mentor, and what businesses can expect from a mentoring session. We also touch on current business challenges and trending topics, with new episodes released monthly.

Listen and watch now – and don't forget to like and subscribe!

[Watch on YouTube](#) or [Listen on Spotify](#) (search for Business Queensland Connect the podcast).



Help us shape Queensland Small Business Month and complete our survey

Thank you for supporting Queensland Small Business Month in May 2024. Each year Queensland Small Business Month aims to support small business owners and celebrate your great work throughout the year.

We are seeking contributions to our [Queensland Small Business Month 2024 Survey](#). Your input will shape the future of our activities, ensuring they cater to your needs and aspirations as small business owners. This is your chance to influence the direction of Queensland Small Business Month in 2025.

Completing our survey is quick and easy, taking around just 5 minutes of your time. The survey closes midnight, 30 June 2024. Click the link below to get started:

[Take the survey](#)

Support fosters small business success



Mark Fletcher Solid Plaster and Texture Coatings has built a leading business in Far North Queensland, bolstered by Queensland Government support.

Receiving a [small business grant](#) helped Mark develop his marketing and training capabilities, improving his brand awareness that increased his contractual work. This led Mark to contact a [Financial Counsellor](#) from the Small Business Support Network, where Mark gained valuable information on how to manage cash flow and increase profit margins.

With business flourishing, Mark accessed [wage subsidies](#) for his new apprentices, and working in conjunction with Centacare, has employed 7 refugee and migrant workers.

"Our training and commitment are why we are one of the leading subcontractors/businesses in FNQ. Our contractors are very pleased with our team's work ethic, loyalty and morale."

The business then entered and won the [Queensland Training Awards](#) Far North Queensland Region Small Employer of the Year 2023.

"Having the ability to enter the QTA awards to showcase our team's training, loyalty, professionalism and the great work that they produce has increased our company profile and now other subcontractors are engaging with CentaCare to employ as humanitarians."

To access support for you and your small business, visit the [Small Business Support Network](#).



Local businesses go for gold with 2032 Olympic Games procurement

More than \$560 million in contracts are up for grabs for local Southeast Queensland businesses, supporting more than 1000 local jobs in procurement for the 2032 Olympic and Paralympic Games across four venues:

- Chandler Sports Precinct (also known as Sleeman Sports Complex)
- Sunshine Coast Stadium
- Sunshine Coast Indoor Sports Centre
- Sunshine Coast Mountain Bike Centre.

Over the coming months, tenders are expected to be released for the Sunshine Coast Indoor Sports Centre (August 2024), the Brisbane Aquatic Centre (2025) and the Sunshine Coast Mountain Bike Centre (2025) in a phased approach to maximise industry participation.

Discover more at [Q2032.au](#)



Understanding the life cycle and mindset of Queensland small businesses

Are you a Traditionalist? Or a Risk-taker?
The [Queensland Small Business Commissioner](#) unveiled a pioneering report examining the life cycle and mindset of small businesses in Queensland. This first-of-its-kind report delves into various aspects of the business life cycle, emphasizing the importance of stability, and identifying key mindset variables among small business owners.

After months of research and interviews conducted by Central Queensland University, the report offers a fascinating glimpse into the realities faced by small businesses. Its insights will aid both government and industry in refining the support and services provided to small businesses.

To better understand your small business mindset and lifecycle, review the full report or snapshot at [Small Business Lifecycle and Mindset](#)



ATO tax time tips

1. *Essentials to strengthen your small business will help you get your deductions right!*

[Claiming small business tax deductions](#) is a short course to help you understand what expenses you can deduct immediately, what expenses you can deduct over time, and expenses you can never deduct. Want to know about motor vehicle deductions? It covers that too. Get started now!

- [Claiming small business tax deductions](#)
- [Essentials to strengthen your small business](#)

2. 2024 Tax time toolkit for investors is here!

If you have a rental property, shares or crypto, there's a fact sheet for you including tips and examples in an easy-to-read format.

Download the [Investors toolkit](#) and share with your friends.

3. Self-education expenses

Planning on claiming self-education expenses this tax time? Remember:

- **You can claim** a deduction for a self-education expense if, at the time you incur the expense, it has sufficient connection to your current job and improves or maintains the skills of your job.
- **You can't claim** a deduction for self-education if the course doesn't have sufficient connection to your job – e.g., you're trying to get a new job.

For more information, visit ato.gov.au/selfeducation

Attention builders: national ban on engineered stone

Builders, renovators, fabricators, and those working in the construction industry are being reminded of the upcoming national ban on engineered stone.

From 1 July 2024, no engineered stone can be installed in homes, manufactured, supplied or processed in Queensland. This ban follows a national agreement on the ban of these products which was announced in December 2023.

Engineered stone is a hardened artificial mix of natural stone, materials with crystalline silica often used in kitchen benchtops, slabs and panels.

What should suppliers do? Some contracts for the delivery of engineered stone bench tops, panels and slabs may not be deliverable before 1 July 2024. This may be due to the ban or other flow on affects not limited to supply issues, traders exiting the market or some choosing to prioritise care for workers.

If you have contracts for work involving engineered stone, start discussions with your customers now to determine expectations and intentions for supply and timing. Clearly communicate what can or can't be delivered to the consumer and by when.

Offer any alternative options that you can provide if there is any risk of not meeting timeframes. Be transparent about resulting costs or savings linked to different choices. Reasonable negotiations will contribute to a fairer outcome for all. Read more about the ban on [engineered stone](#).



Flood insurance inquiry: have your say

An inquiry is underway into insurers' responses to claims made following the 2022 major floods that impacted South-East Queensland in February and March 2022. You have until **31 July 2024**, to make a [submission](#), and/or complete the online [survey](#).

Having already heard from regulators, insurance companies, consumer advocacy, and legal rights groups, the committee wants to hear from locals in some of the worst-hit regions. The committee would like to hear about any of the following issues:

- the experiences of policyholders before, during, and after making claims.
- timeframes for resolving claims and any obstacles.
- insurers' communication with policyholders.
- accessibility and affordability of hydrology reports and other expert assessments.
- affordability of insurance premiums.
- claimants' experiences of insurers' dispute resolution processes.

For more information about the inquiry and to have your voice heard visit the [House Standing Committee on Economics website](#).



New workforce inclusion and diversity program

The Queensland Resources Council (QRC) has launched an important new initiative to create job opportunities for groups currently under-represented in the mining and energy workforce.

The Resources WIDE (Workforce Inclusion and Diversity Engagement) project has been developed after successfully being awarded \$963,000 in funding through the first round of the [Workforce Connect Fund](#), an action of the [Good People. Good Jobs: Queensland Workforce Strategy 2022-2032](#).

QRC Chief Executive Officer Janette Hewson said a new Digital Hub will support resources companies to implement diversity and inclusivity initiatives that will aid in the attraction, retention and advancement of people from diverse backgrounds.

The Resources WIDE Digital Hub will be especially helpful for small to medium-sized enterprises looking to implement diversity and inclusion initiatives and those companies wanting to expand and diversify their talent pools. To find out more, visit [Resources WIDE](#).



Conflict resolution fact sheets for small businesses

Queensland small businesses are facing significant challenges, including rising operating and insurance costs to managing priorities and staffing. These pressures can lead to conflicts, with customers or within the business.

The Queensland Small Business Commissioner's (QSBC), Assistance team specialise in helping small businesses resolve disputes caused by conflict. Here are a few tips to manage business conflicts effectively:

- Your approach matters: how you handle business issues greatly impacts the outcome.
- Conflict is inevitable: disagreements will happen, but they don't have to get ugly!
- Clear communication: address issues as they arise and avoid ignoring them or being confrontational.

The Assistance team is dedicated to helping small businesses 'talk it out' to better understand their situation and find solutions they can work with.

Visit the QSBC website to download [easy-to-read fact sheets](#) on common dispute topics. If you need further assistance, contact the Assistance team during business hours, Monday to Friday on 1300 312 344.



Mentorship success for local film maker

In 2020, mentor Tanya Abbey met Neil McGregor through the Mentoring for Growth (M4G) program. Neil, a passionate digital storyteller, sought guidance to propel his hybrid production company, Glass Engine, to the next level.

Three years later, in May 2024, Tanya attended the sold-out premiere of Neil's first feature-length documentary, "Growing Happiness," at the Gold Coast Film Festival. The documentary tells the story of two resilient farmers in Kalbar, Queensland. Facing relentless drought, Jenny and Russ devise a daring plan to revive their dying town, resulting in the inaugural Kalbar Sunflower Festival.

Neil attributes his success to hard work, determination, and persistence, but he also credits the ongoing support and guidance from mentors like Tanya.

"I'm thankful for the M4G program and Tanya, who has been a pillar of strength and wisdom during my business journey. Her input has been integral to my growth as a business leader and a launchpad for my company to flourish," Neil remarked.

M4G offers eligible businesses free access to volunteer business experts who provide insights and suggestions related to business challenges and opportunities. Find a mentor at [Mentoring for Growth](#).



Act now: set up your digital business tools and claim it at EOFY

The Digital Solutions 1:1 mentoring program gives you access to a digital advisor like Georgia Burgess (pictured), who will help you understand the best digital tools and applications for your business.

Plus, if you act now, you can potentially claim the cost of the program and any digital tools you purchase as a tax-deductible expense.

You will work one-on-one with a digital advisor and will complete the program with a tailored plan that will outline the focus areas or processes for your business as well as any tools or training you may require.

Now is the time to be proactive and ensure your business is well-equipped to face the challenges of a new financial year, with a solid foundation of digital resources that will drive efficiency and facilitate growth.

Find out more on the [Digital Solutions - Digital Action Plan](#).



Indigenous business snaps up procurement opportunities

Indigenous business owner Karen Seage from Snap Printing Solutions Underwood is taking full advantage of the [Indigenous procurement policies](#) implemented by the Queensland and National governments, who are actively seeking Indigenous suppliers.

Karen is a Noonuccal, Quandamooka woman and her Indigenous heritage is embedded in her business. The Snap Print Solutions Underwood shopfront is based on Danggan Balun (Five Rivers) country in Springwood, Logan City. Being a franchise within the Snap family, Karen's has added her own unique look and feel, where her proud identity as a Noonuccal woman shines through. Karen refers to her business as *"a print and design centre with Soul"*.

Through the Indigenous procurement policies, Karen has been able to attract clientele from across Queensland as well as nationally, where she relies on word of mouth (especially the Murri Grapevine) for opportunities. To

expand your business, consider attending an [Indigenous Business Connect](#) event and widen your network.

Awards



Queensland Training Awards are getting down to business

Congratulations to the 55 businesses and organisations vying for the employer of the year categories at the regional finals of the 2024 [Queensland Training Awards](#). The seven regional final events are coming up in July with tickets available now. These events will celebrate employers as well as apprentices, trainees, vocational students, teachers and community training projects that demonstrate how vocational education and training supports careers, businesses and our economy.

The large, medium and small employers work across the state in a range of sectors including traditional trades like construction and mechanics, along with hairdressers and barbers, tourism destinations, hospitality operators, information technology specialists, dentists, local councils and major brands known across the world.

Winners from these regional finals will head to the state final coming up on 7 September. (Photo: Outdoor Solutions Queensland is a Small Employer of the Year finalist for Tropical North Queensland region).



Queensland Reconciliation Awards winners announced

Congratulations to the Business category winners, [Mandingalbay Authentic Indigenous Tours](#) who are recognised for their commitment to fostering reconciliation and promoting Indigenous culture through their immersive tour experiences.

Owned and operated by Mandingalbay Yidinji Aboriginal Corporation, the tourism operators offer guided tours which include storytelling, traditional practices, and educational activities for visitors to engage with the rich cultural heritage of the Mandingalbay Yidinji people. For more information about the Awards and the 2024 finalists and recipients visit qld.gov.au/reconciliation.

Events



[Business Planning Course - Toowoomba and online](#)

**9.00am to 11.00am, from Tuesday 18 June to Tuesday 30 July
WOTSO Toowoomba, 123 Margaret Street OR Online**

This free course will help you gain a clear understanding of the factors underpinning your business's success and what is critical for your long term survival. Adopt strategic management principles and develop a customised business plan to help your business survive and thrive.

You will receive feedback from a panel of industry experts and can take part in networking opportunities. [Register now.](#)



[Workforce planning for business - Cairns and online](#)

**9.00am to 11.00am, from Thursday 20 June to Thursday 1 August
Cairns Business Hub, Level 1/59 McLeod Street OR Online**

This free course helps Queensland business owners, managers, People and Culture and Human Resources specialists, and business administration professionals who support small to medium enterprises develop an agile, flexible workforce plan to adapt to changes in the business environment.

Employing principles of workforce planning and by examining the operational, tactical and strategic focus, the plan will complement and integrate into an organisation's overall business planning. [Register now.](#)

Grants



Business Boost grants returns with \$3M funding pool

The Queensland Government's [Business Boost grants](#) have launched its fourth round, with eligibility criteria and other details available for small businesses to check before registrations of interest open on Monday 24 June.

The program provides a co-contribution payment of between \$10,000 to \$20,000, to support eligible small businesses looking to carry out a range of activities that cover future planning, specialised and automated software or planning and systems for staff management and development.

The first three rounds of Business Boost have supported 492 Queensland small businesses that shared in \$6.5 million. There is \$3 million available in this fourth round to support more small businesses to enhance their efficiency and productivity.

Take this time to review the guidelines and eligibility criteria, check or set up your DESBT SmartyGrants account and gather the information needed to complete the registration of interest, which will open on **24 June 2024**.



Funding available for multicultural events in 2025

Do you want to celebrate Queensland's diversity and build intercultural connections across communities? Are you planning a multicultural event for 2025? If so, applications are now open for funding to support your event.

The Celebrating Multicultural Queensland Program provides funding towards multicultural events that increase intercultural connections and social inclusion by bringing together the people of Queensland.

We can all create opportunities for people to feel welcome and valued – in our workplace, school, community group, sporting club or local neighbourhood. When we make connections and support one another, we all help strengthen our community.

Applications close **30 June 2024**. For more information or to apply visit [Celebrating Multicultural Queensland program](#).

The Queensland Government respectfully acknowledges the Traditional Owners of the lands and seas from across Queensland.

We pay our respects to Elders past, present and emerging for they hold the memories, the traditions, the culture and hopes of Aboriginal and Torres Strait Islander people across the state.



This email was sent by the Department of Employment, Small Business and Training
Level 14 | 150 Mary Street | Brisbane | Queensland

For more information:
Visit business.qld.gov.au or call 1300 654 687

