

Gladstone Chamber of COMMERCE & INDUSTRY



2024/25 Annual Report

The Gladstone Chamber of Commerce & Industry (GCCI) has proudly supported the Gladstone Region since 1894. As a self-funded, independent not-for-profit association and certified social enterprise, we represent a diverse membership of over 170 small-to-medium businesses, not-for-profits, and large industries.

We are the voice of local business—connecting, promoting, and advocating for our members while working collaboratively with all levels of government, industry, and community stakeholders.

Our volunteer committee, made up of passionate local business leaders, works alongside our dedicated staff to deliver meaningful opportunities for connection, growth, and representation. From monthly networking events and quarterly coffee catch-ups to professional development workshops and major events like the Best in Business Awards and the annual Business Expo, we create platforms that help our members thrive.

We also lead the region's Buy Local campaign, championing the value of supporting local enterprise and strengthening our regional economy.

Whether you're a sole trader, a growing enterprise, or a large industry player, GCCI is here to support your journey. Join us and be heard.

Who we are.

Meet the GCCI team.



President Samantha
Devers
Small Biz HQ



Vice President
Jonathon Digby
Collective Growth



Treasurer
Charmaine Bennett
iCare Support Services



Secretary
Rio Ramos
Ramos & Co Lawyers



Committee Member
Brie James
Happier, Healthier -
Nutrition & Dietetics



Committee Member
Lynda Ninness
Runway 7 Boutique



Committee Member
Mark Lems
The Capricornian



Manager
Allison Perry
GCCI

Our vision

To build the local economy through connecting the local business sector, industry and community by facilitating sustainable growth and commerce.

Our values

- ✓ Aiming for excellence in delivering information, education and support to our members.
- ✓ Having mutual respect where diversity in all forms is viewed as adding value and strengthening our organisation and community.
- ✓ Providing leadership by being future oriented in our thinking and decision thinking.
- ✓ Communicating regularly with members and key stakeholders, actively consulting, engaging and encouraging feedback and input.
- ✓ Being transparent, honouring our commitments and adhering to high ethical standards.



our priorities.



support

Providing meaningful, tangible support to members.

economic development

Leading economic development with a strategic focus on liveability to include housing, health, childcare, attracting skilled workers.

connection

Facilitating connection between community and local businesses of all shapes and sizes.

strategy

Increase public awareness of the Chamber and its member businesses.

advocacy

Increase awareness and support for local businesses.

growth

To build the capacity of businesses and the community.

Gladstone Chamber of Commerce & Industry Inc

President Samantha Devers

11th November 2025

As we move forward from celebrating 130 years of service, the Gladstone Chamber of Commerce & Industry continues to evolve, championing the needs of our business community and the region we proudly call home. It has been a privilege to lead GCCI through another year of growth, connection, and advocacy.

Leadership & Team

I extend my sincere thanks to our 2024–25 Committee Members, each of whom is a local business owner or manager:

- Jonathan Digby, Vice President
- Rio Ramos, Secretary
- Charmaine Bennett, Treasurer
- Mark Lems, Committee Member
- Lynda Ninness, Committee Member
- Brie James, Committee Member

Special thanks to our outgoing committee members, Jon Digby and Lynda Ninness, who are stepping back due to growth in their own businesses. Their contributions to our committee and events have been deeply appreciated.

This year marked a significant milestone for Ally Perry, who celebrated her first anniversary as GCCI Manager. Ally has achieved what no staff member has done before—successfully delivering two Best in Business Awards events during her tenure. Her leadership has been instrumental in strengthening our operations and member engagement.

We also acknowledge Chloe Arnold, who began with us as a SQW trainee and progressed into a formal traineeship with GCCI. Chloe played a key role in documenting systems and processes, learning and applying marketing tools, and supporting our social media efforts. She also assisted with the coordination of monthly networking events and contributed to the smooth running of our operations. Chloe has since moved on from Gladstone, and we thank her for her dedication and contributions during her time with us.

In addition, we proudly hosted a range of emerging professionals and placements, including:

- SQW trainees
- A QUT Business & Marketing intern
- A WorkCover rehabilitation placement

Governance & Strategic Progress

A major milestone this year was the review and update of the GCCI Constitution, aligning it with the model rules for not-for-profit organisations. The original constitution, in place since the 1990s, was overdue for revision. This update, presented for acceptance at today's AGM, reflects our commitment to good governance and fulfils a long-standing strategic goal.

We also achieved Social Enterprise Certification, reinforcing our commitment to ethical and impactful business practices.

Strategic Focus

Our work continues to be guided by our core values: connecting, promoting, building up, and representing our members to foster sustainable growth and commerce.

Connecting

- Welcomed new large industry members, strengthening our cross-sector voice
- Hosted 11 Networking Meetings and 4 Coffee Catch Ups
- Built stronger relationships between small businesses and major industry stakeholders
- Held regular meetings with Gladstone Regional Council's Economic Development team
- Established our first corporate partnership with Gladstone Regional Council, funding campaigns and enabling quarterly representation in outer regional areas including Agnes, 1770, and Miriam Vale

Promoting

- Expanded our social media presence and visibility
- Introduced weekly member promotion processes to spotlight local businesses
- Maintained strong partnerships with Bishopp Billboards, Southern Cross Austereo, and Gladstone Cinemas
- Delivered another successful Buy Local campaign with 30 participating businesses
- Convened a key stakeholder meeting to review and enhance the Buy Local program
- Delivered a sold-out Best in Business 2024, with 450 attendees, reaffirming its status as the premier event celebrating our local business community

Building Up

- Hosted the Back to Business Breakfast
- Delivered the first Microsoft Copilot Breakfast in regional Queensland, showcasing innovation and digital capability for small businesses
- Facilitated a Women's Enterprise Circle as part of the WOW Australia summit in Gladstone

Representing

- Attended the Minister's Procurement Roundtable, advocating for improved Queensland Government procurement policies to support buying local
- Ally and I attended the Small Business Friendly Conference, strengthening ties between councils and the business community
- Continued representation on the Queensland Small Business Commissioner's Regional Roundtable
- Maintained active involvement in the Gladstone Region Economic Development Practitioners Network
- Represented GCCI on a panel for the Skills Attraction Working Group at the Welcoming Cities Summit
- Participated in a meeting with Reserve Bank of Australia representatives to discuss regional business conditions and contribute to monetary policy insights

Gratitude & Outlook

None of this would be possible without the support of our members, committee, staff, and partners. Special thanks to our **Supporting Partners**:

- Bill Robertson Toyota – Office space
- EFEX – Technology support
- Dreamtilt – Internet and phone systems
- Small Biz HQ – Bookkeeping
- UHY Haines Norton – Meeting space
- Southern Cross Austereo – Radio Advertising
- Bishopp Billboards – Billboard Advertising
- Gladstone Regional Council

As we look ahead, I am confident that through continued collaboration, innovation, and resilience, the Gladstone Region will thrive. Let's embrace the opportunities before us and build a future that is prosperous, sustainable, and inclusive for all.

Thank you for your continued support and commitment to GCCI.



Sam Devers



GCCI President

It's my pleasure to present the Manager's Report for the Gladstone Chamber of Commerce and Industry for the 2025 financial year.

This year has been one of growth, collaboration, and innovation. As a certified social enterprise, GCCI continues to champion local business, foster economic development, and advocate for a thriving Gladstone region. Our work has been guided by four key pillars: Connect, Promote, Build Up, and Represent.

Connect

- Conducted over 100 member-to-member meetings, creating space for deeper conversations, collaboration, and connection.
- Transitioning from quarterly to bi-monthly coffee catchups in 2026 to strategically connect members with representatives from larger industries and their supply chains.
- Hosted monthly evening networking events at member premises, strengthening relationships and community ties.
- Began quarterly meetings with businesses in outer regions to understand their needs and deliver inclusive support.

Promote

- Delivered the Best in Business Awards 2024, celebrating local excellence and innovation and made improvements for our 2025 Awards.
- Expanded the Buy Local Program, including casual interviews with participating businesses to help the community connect with them on a more personal level.
- Supported businesses in articulating their stories into social media bites and overcoming fears around video interviews.
- Built out strategic marketing plans for GCCI, Buy Local, Best in Business, and member support initiatives.

Build Up

- Shared free, government-funded resources through our communication channels to help members stay informed and grow.
- Hosted the Microsoft Copilot Regional Workshop in partnership with NBN Co, bringing digital innovation to our region.
- Convened a Workplace Law Changes Workshop to help members understand and adapt to legislative updates. We delivered it in a hybrid format to allow greater inclusivity and accessibility to all members including our outer region.
- Started onboarding our new CRM system, which will host a Member Resource Centre with tools, templates, and learning materials
- Coordinated the Women's Enterprise Circle as part of the WOW Australia summit in Gladstone.
- Planning additional workshops in partnership with other organisations for 2026.

Represent

- Met with Shadow Ministers Joan Pease and Cameron Dick post-election to discuss local business challenges.
- Met regularly with government departments to communicate member needs and influence government policy and programs to support our small businesses.
- Contributed to the Renewable Energy Procurement Policy roundtable.
- Convened a Net Zero Economy Round Table with the Net Zero Economy Agency and our supply chain members to ensure member voices are part of the sustainability conversation.
- Engaged with industry stakeholders to explore ways to connect smaller businesses into larger supply chains.

Acknowledgements

Like many businesses in Gladstone, we've faced staffing challenges this year. A special mention to Chloe, who had to relocate unexpectedly in the lead-up to the Best in Business Awards. Her dedication and contribution over the last 14 months have been deeply appreciated. We will be welcoming on a fixed contract our intern Ellie Brownlee until mid-Feb when Ellie starts a graduate program with Rio Tinto.

I'd like to thank our Committee Members, sub-committee members, volunteers, and partners for their dedication and vision. Special thanks to our President and the Executive Committee who continue to lead with integrity and purpose. Your guidance, unwavering support, and genuine passion have shaped the success of this past year—without them, our journey would have looked very different.

A heartfelt thank you to our outgoing Vice-President Jon Digby and committee member Lynda Ninness for their valuable contributions, leadership, and commitment to GCCI. Your impact has been deeply appreciated.

To our members – thank you for your trust, engagement, and contribution. GCCI exists because of you.



Many Thanks,
Allison Perry
GCCI Manager

treasurer report

Treasurer's Report - GCCI AGM For the Year Ended 30 June 2025

I am pleased to present the Treasurer's Report for the financial year ending 30 June 2025.

Firstly, I would like to extend sincere thanks to Suzanne Neucom, Audit Manager from Aura Partners, for her diligence and professionalism in completing the audit. I also acknowledge Small Biz HQ for their ongoing support in managing our bookkeeping, which has been instrumental in keeping GCCI operations running smoothly throughout the year.

Financial Overview

- Total Income: 2025: \$246,990 2024: \$235,766
- Total Expenditure: 2025: \$293,302 2024: \$246,264
- Net Result: 2025: Deficit of \$46,311 2024: Deficit of \$10,499

This year's deficit reflects a transitional period for GCCI. We did not secure a naming partner for the Best in Business Awards, which impacted our income. Additionally, significant strategic planning has taken place, and we are in the process of implementing new systems to strengthen our operations and member services moving forward.

Audit and Future Recommendation

The financial statements have been prepared as special purpose financial statements to meet the requirements of the Associations Incorporations Act of Queensland 1981. The committee has determined that GCCI is not a reporting entity.

In closing, I propose that Aura Partners be appointed as our auditors for the 2025/2026 financial year, continuing their valued partnership with GCCI.

Thank you for your continued support.



Yours in business,
Charmaine Bennet

GCCI Treasurer



AURAPARTNERS
CHARTERED ACCOUNTANTS

23 September 2025

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aurapartners.com.au 
Sydney 
Bowral 
Gladstone 

The Management Committee
Gladstone Chamber of Commerce
& Industry Inc
C/- 11 Drewe Street
GLADSTONE QLD 4680

Dear Members,

GLADSTONE CHAMBER OF COMMERCE & INDUSTRY INC - 2025 AUDIT

We have been approached by your Management Committee to conduct an audit of your accounting records for the year ended 30 June 2025 pursuant to Section 59 of the Associations Incorporation Act 1981.

We have enclosed one final copy of the audited set of Financial Statements for your records. Please complete and return the attached acknowledgement form to indicate your acceptance of the matters raised.

We advise that the accounting and other records of your association comprise the following:

- Cash books
- Bank Statements
- Invoices and supporting documents

The Incorporations Act requires your Association to prepare an annual Statement of Financial Position and Statement of Comprehensive Income. This requirement is consistent with that imposed on Companies regulated under the Corporations Act.

In order to prepare a Statement of Financial Position and Statement of Comprehensive Income, it is necessary for your Association to maintain a fully reconciled General Ledger prepared on an accrual basis. This is in addition to the cashbooks; cash receipt books and minute books already maintained by your Association.

In Associations similar to yours, Committee persons are volunteers and are normally subject to election at least once a year. As a consequence, most Treasurers of Associations have enough difficulty maintaining cashbooks, receipt books and attending to payments of accounts. Very few Treasurers would have the skill necessary to complete a proper reconciled General Ledger on an accrual basis.

We believe that it is unreasonable to impose a similar set of standards for reporting the financial position of Associations under the Incorporations Act, as those imposed on Companies under the Corporations Act.

However, the Office of Fair Trading is insistent that a Balance Sheet and an Income Statement be prepared at the close of each Financial Year.

Liability limited by a scheme approved under Professional Standards Legislation.



AURAPARTNERS
CHARTERED ACCOUNTANTS

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 Bownal 
 Gladstone 

We advise that because your Association does not maintain a fully reconciled General Ledger on an accrual basis, it is not possible to prepare a proper Statement of Financial Position and Statement of Financial Performance pursuant to Accounting Standards promulgated by Australian Accounting Bodies. As a consequence, our Audit Report notes this fact and is qualified to this extent.

Operational Commentary

This year your Association recorded an overall net loss of \$46,311, compared to a loss of \$10,499 in 2024. Overall income increased by 4.7% while corresponding expenditure increased by 19.1%. There was a 56% increase in wages during the year which has contributed to the overall loss.

We advise the cashbooks and other records kept by the Treasurer were of a good standard and we congratulate them for their efforts.

If you require any further assistance or information regarding this matter, please do not hesitate to contact our office.

Kind regards,

Signed by:

PETER HASSOS
 Partner



To: Aura Partners Pty Ltd

We acknowledge the above 2025 management representation letter and will undertake to ensure the points raised (if any) are examined and, where necessary, changes implemented in subsequent financial years.

Signed by:

Samantha Devens
 President

Date: 24/09/2025

Signed by:

Charmaine Bennett
 Secretary/Treasurer

Gladstone Chamber of Commerce
& Industry Inc

Liability limited by a scheme approved under Professional Standards Legislation.

Auditor's Report **Gladstone Chamber of Commerce & Industry Inc** **For the year ended 30 June 2025**

Independent Auditors Report to the members of the Association

We have audited the accompanying financial report, being a special purpose financial report, of Gladstone Chamber of Commerce & Industry Inc (the association), which comprises the committee's report, the assets and liabilities statement as at 30 June 2025, the income and expenditure statement for the year then ended, cash flow statement, notes comprising a summary of significant accounting policies and other explanatory information, and the certification by members of the committee on the annual statements giving a true and fair view of the financial position and performance of the association.

Committee's Responsibility for the Financial Report

The committee of Gladstone Chamber of Commerce & Industry Inc is responsible for the preparation and fair presentation of the financial report and has determined that the basis of preparation described in Note 1 is appropriate to meet the requirements of the Associations Incorporations Act of Queensland 1981 and is appropriate to meet the needs of the members. The committee's responsibility also includes such internal control as the committee determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

The financial report has been prepared for distribution to members for the purpose of fulfilling the Committee of Management's financial reporting requirements under the Association's constitution. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the member's, or for any purpose other than that for which it was prepared.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the association's preparation and fair presentation of the financial report, in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of

accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Qualification

As is common for organisations of this type, it is not practicable for the Gladstone Chamber of Commerce & Industry Inc to maintain an effective system of internal control over donations, subscriptions and other like fundraising activities until their initial entry in the accounting records. Accordingly, our audit in relation to fundraising was limited to amounts recorded.

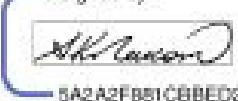
Qualified Audit Opinion

In our opinion, except for the effects of such adjustments if any, as might have been determined to be necessary had the limitation discussed in the qualification paragraph not existed the financial report presents fairly, in all material respects, the financial position of Gladstone Chamber of Commerce & Industry Inc as at 30 June 2025 and its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements, and the requirements of the Associations Incorporations Act of Queensland 1981.

Basis of Accounting and Restriction on Distribution

Without modifying our opinion, we draw attention to Note 1 to the financial statements, which describes the basis of accounting. The financial report has been prepared to assist Gladstone Chamber of Commerce & Industry Inc to meet the requirements of the Associations Incorporations Act of Queensland 1981 As a result, the financial report may not be suitable for another purpose.

Signed on: 02/10/2025

Signed by:

Suzanne Neucom, MIPA
Audit Manager
Aura Partners Pty Ltd
Suite 3/30 Tank St, Gladstone Q 4680

Income and Expenditure Statement

Gladstone Chamber of Commerce & Industry Inc

For the year ended 30 June 2025

	2025	2024
Income		
Best in Business - Feature Commission	-	2,569
Best in Business - Sponsorship	37,500	58,768
Best in Business - Ticket Sales	66,677	62,932
Best in Business Auction Items	18,825	22,913
Buy Local	16,800	-
Grant Income	956	18,845
GCCI Events	9,845	9,503
Interest Received	191	189
Membership <6 employees	18,512	15,119
Membership 100+ employees	8,000	3,076
Membership 21 - 99 Employees	3,107	2,532
Membership 6-20 employees	14,861	12,037
Network Meetings	11,662	8,567
Partnerships (Contra)	6,256	5,843
Professional Development Workshops	2,015	5,167
Sponsorship - Major	5,000	5,000
Sponsorship - Partner	8,000	-
Sponsorship - Supporter	2,500	2,000
Subsidies for Wages	15,400	-
Sundry Income	882	-
Yaralla Lifestyle Packages Proceeds	-	705
Total Income	246,990	235,766
Gross Surplus	246,990	235,766
Expenditure		
Administration Contractor	1,111	-
Advertising	13,326	32,307
Audit Fees	1,650	1,650
Bank Fees & Charges	13	3
Catering	53,790	56,034
Computer Expenses & IT Support	2,865	5,284
Consultancy Fees	5,496	13,431
Depreciation	1,832	2,612
Entertainment & Photography	15,700	4,250
Events & Meetings	6,126	1,215
Expensed Equipment	-	1,342
Gifts	1,563	375
Insurance	-	2,096
Know Local Buy Local Campaign	75	-
Memberships & Subscriptions	3,183	3,730

The accompanying notes form part of these financial statements. These statements should be read in conjunction with the attached

auditors report

Income and Expenditure Statement



	2025	2024
Postage & Delivery	231	158
Printing & Promotional Material	1,583	4,390
Software Subscriptions	1,144	1,356
Square Fees	935	803
Stationery & Office Supplies	1,825	2,382
Stripe Fees	230	518
Sundry Costs	19	190
Superannuation	15,969	8,400
Telephone & Internet	896	934
Training - Staff and/or Committee	487	-
Travel and Accommodation	578	-
Trophies	2,305	6,223
Venue Hire	19,200	17,334
Wages	138,825	78,867
Website Hosting & Maintenance	1,936	-
Workcover	409	382
Total Expenditure	293,302	246,264
Current Year Surplus/ (Deficit)	(46,311)	(10,499)



2024/25 BUSINESS SNAPSHOT

GCCI continually strives to deliver for the Gladstone Region business community.

12 MEMBER
networking events

3 COFFEE
catch ups

2 PROFESSIONAL
development workshops

100+ Member
Meetings



177 MEMBER
businesses

as of November 11 2025

NZEA Round Table



Meeting with the
secretary for Net Zero
Economy Agency

42.
attendees

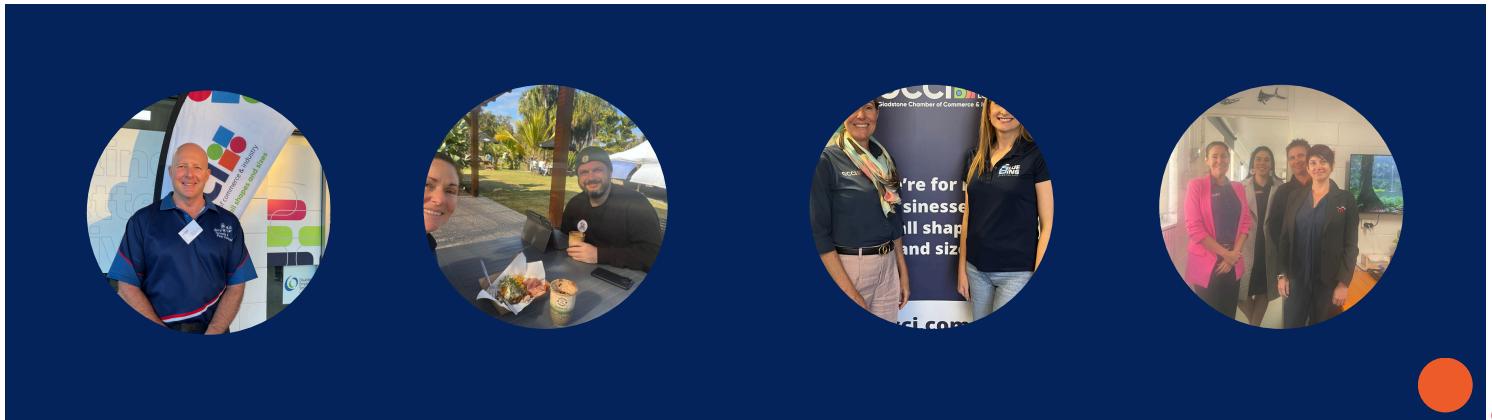
24/25 BUY LOCAL

**30 local
businesses
featured in
print, on digital
billboards + the
big screens at
Gladstone Cinemas.**



2025 BUSINESS EXPO

36 STALL HOLDERS
local business
Plus 14 Twilight Markets
Busker & Face Painting



2025 the best in **BUSINESS** awards NIGHT

450 guests

 **18**
awards

\$19k
raised towards
GCCI PROJECTS



CO-HOSTED

Women In Enterprise Circle
with WOW Australia



A number of women from our region and supporters from SEQ joined together to talk about a women's place in the economy and funding entrepreneurs.



2024-2025 events

Best in Business

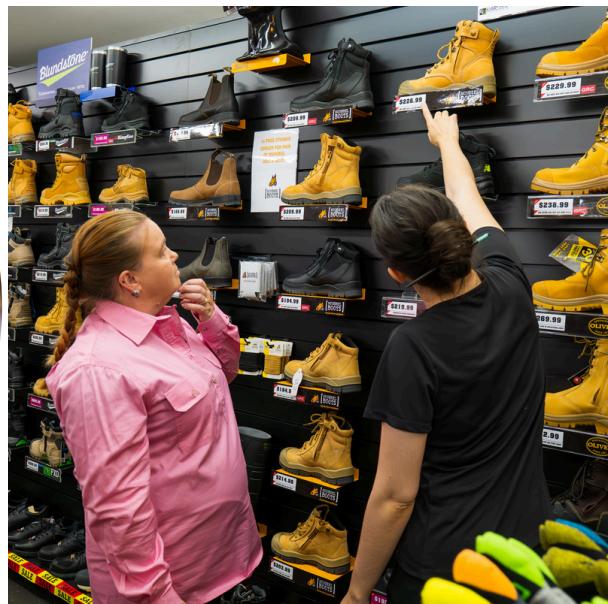


Coffee Catch Ups



Workshops





Thank you to our partners.

Bill Robertson Toyota
We Love Locals!



UHY Haines Norton
Chartered Accountants
Gladstone | Central Queensland

SMALL BIZ HQ
Together in business

efex

SCA

bishopp

Connect with us.

Reach out to our team
to join our alliance today.

0448 333 121

mail@gcci.com.au

www.gcci.com.au

Join Here



GCCI **BUY LOCAL**
Gladstone Chamber of Commerce & Industry