

# BIEDO

BURNETT INLAND ECONOMIC DEVELOPMENT ORGANISATION

## ANNUAL REPORT 2017/18

*Celebrating 20 years*



**Collaboration**



**Connecting**



**BIEDO**  
Burnett Inland Economic  
Development Organisation



**Capacity**



Enabling economic development in Burnett inland communities

# CONTENTS

<b>Chairman's Message</b>	<b>3</b>
<b>CEO's Message</b>	<b>4</b>
<b>Mission and Vision</b>	<b>5</b>
<b>Year in Review: 2017/18 in a Snapshot</b>	<b>6</b>
<b>Reflecting on 2017/18: The Three C's of BIEDO</b>	<b>7</b>
<b>Financial Overview</b>	<b>10</b>
<b>Looking Forward to 2018/19</b>	<b>11</b>

# CHAIRMAN'S MESSAGE

We once again quickly find ourselves at the end of another financial year, at which time we reflect and report on our activities during the past year. In brief, I would consider the past year to be one of continuation of relationship building and strengthening, of financial stability, and enhancement of the reputation of our organisation.

The past year has been one of growing involvement with our sponsor Councils. These successful relationships have seen the development of the Agriculture Networks in the South and North Burnett regions, encouraging engagement with our communities on matters of great concern such as vegetation management policies, improvement and development of B-Double transport networks, and water policies to name but a few.

Our financial stability has been of great concern in the past. We have now secured Federal Government funding for the coming few years, which clearly enables planning to proceed on a much more secure basis, and for this funding we are particularly grateful.

Much work has been undertaken again this year by our CEO Kristy to build our “reputation” across our region and governments, and the Board is very thankful for the efforts in this area. Additionally there have been a substantial number of events and projects delivered by our Staff in the past year, which our Board feels brought much social and educational benefits to our region.

Our Board deeply appreciates the endless efforts of our CEO Kristy, and her hardworking team, in bringing BIEDO to the place it is today. Thank you. I would also express my thanks to all of our Board Members, for their efforts and valuable input during the past year. The rewriting of our Strategic Plan, development of risk management and operational policies has been undertaken in the past year, and it is proposed to continue this work into the coming year.

I would also express thanks, on behalf of the Board, to all of our supporters across the areas we have been involved in – it is noticed and appreciated. Thank you.

*John*

**Cr John Zahl, BIEDO Board Chair**





# CEO'S MESSAGE

If I had to think of a word to represent BIEDO's 2017/18 year, it would be 'growth'. The growth of our new Strategic Plan 2021, the growth of an Ag Network in the North Burnett, new opportunities for future growth with the announcement of our Strong and Resilient Communities Program funding, the growth of new collaborations through our involvement with the Mundubbera to Jandowae Roads Working Group, and the growth of strong ties between North and South as a result of Red Earth Community Foundation's South Burnett Community Leadership Program welcoming North Burnett participants with open arms!

It has been an exciting time of developing new projects and reviewing existing activities as we learn from those we proudly serve, Burnett inland business and community. The latter half of 2017 saw us putting plans in place for the roll-out of two new collaborative projects we successfully applied for. Firstly a Building Better Regions Funded project in the South Burnett 'Improving Business Prosperity and Practice', and secondly the Advancing Regional Innovation Program project in the North Burnett 'Developing Entrepreneurship and Diversifying the Economy of the North Burnett'. Each of these projects were made possible with support from our respective Councils, the University of Southern Queensland (USQ), AGL Energy and the relevant State and Federal funding body. We look forward to continuing to develop and deliver these projects into the next financial year.

BIEDO continues to participate in both the North Burnett and South Burnett Disaster Recovery Teams and we were called upon to assist South Burnett Regional Council gather data in the wake of the Boxing Day and New Years' Eve 2017 storms which devastated parts of the region. This was a new experience for us and an opportunity to gain a comprehensive understanding of the impact of an extreme weather event on individuals, business and community.

Having participated in programs and conducted events too numerous to mention this year, I would like to pay tribute to the wonderful, dedicated team of people who make up the BIEDO 'family'. Our Board, staff and contractors have all played vital roles in our 'growth' to date and I am immensely proud and appreciative of the progress we have made.

As we acknowledge 20 years since the incorporation of BIEDO by Councils of the Burnett inland, we pay tribute to the support over many years from Federal, State and Local Governments. I look forward to our team continuing the BIEDO journey as we strive to grow 'strong, capable and cohesive Burnett inland communities' into the future through collaboration, connecting and building capacity.

*Kristy*

**Kristy Frahm, BIEDO Chief Executive Officer**

**2017/18  
BIEDO Team  
Members**



**Kristy Frahm**  
CEO



**Rachael Lehmann**  
Finance Officer



**Jules Entwistle**  
Communities Officer



**Kimberley Kunde**  
Communities Officer



**Karen Seiler**  
Projects Officer



**Sarah Aberdein**  
Projects Officer



**Rose Ariola**  
Administration Officer



**Olivia Everitt**  
Communications Officer

# MISSION & VISION

## About BIEDO

BIEDO was established in 1996 by Burnett local governments, community and industry activists concerned about the impact of drought on our region. We are a not-for-profit economic development organisation working collaboratively to build resilience and capacity by connecting individuals, regional business and government.

BIEDO encompasses the North and South Burnett regions, delivering into every community and district, no matter how small or remote.

We work at a community level to create opportunity and assist with practical solutions to meet identified gaps in services and skills, driving proactive and positive change.

Our network and collaboration with Councils, local service providers and community organisations enables BIEDO to deliver effective programs and much-needed services within our region.

## Our Vision

Strong, capable and cohesive Burnett inland communities.

## Our Mission

Enabling economic development in Burnett inland communities.





## YEAR IN REVIEW: 2017/18 IN A SNAPSHOT

**Celebrated  
events with  
157  
rural women**

**21**  
Unique  
communities visited

More than  
**375**  
attendees to  
BIEDO coordinated  
community  
events

Launched  
BIEDO Burst eNews

**371**  
subscribers to date  
and growing

**371**  
subscribers to date  
and growing

**423,832**  
People reached  
through BIEDO  
Facebook posts

**People reached through BIEDO Facebook posts**



SBBB event  
engaging with  
**11**  
businesses during  
QLD Small  
Business Week

SBBB event  
engaging with  
**11**  
businesses during  
QLD Small  
Business Week

SBBB event  
engaging with  
**11**  
businesses during  
QLD Small  
Business Week



**25**  
Published news  
articles featuring  
BIEDO news  
and events



**25**  
Published news  
articles featuring  
BIEDO news  
and events



**25**  
Published news  
articles featuring  
BIEDO news  
and events



380  
Facebook posts



380  
Facebook posts

Reached a total of  
**1,766**  
Facebook  
page likes

Reached a total of  
**1,766**  
Facebook  
page likes

Reached a total of  
**1,766**  
Facebook  
page likes

A graphic with a yellow hexagonal background. The number '2,931' is displayed in a large, bold, black font. Below it, the text 'Instagram post likes' is written in a smaller, black, sans-serif font.

**2,931**  
Instagram  
post likes

**5**  
**New funded projects**

Reached a total of  
**397**  
Instagram  
followers

Reached a total of  
**397**  
Instagram  
followers



## Collaboration

**Partnerships | Working Groups | Financial Security | Building Business |  
Developing Local Entrepreneurship | Disaster Recovery | Government | Industry**

This year, BIEDO was fortunate to secure funding for five new projects. Of these, the Department of Social Services (DSS) *Strong and Resilient Communities* (SARC) program will enable BIEDO to support activities that strengthen the social and economic fabric of Burnett inland communities. By “helping communities to help themselves”, SARC incorporates targeted programming that encourages collaboration, growing networks and linkages to resources. BIEDO would like to acknowledge and thank DSS for their ongoing support.

2017/18 was also a year of strengthening BIEDO's industry and government relationships, including but not limited to:

**Community Recovery BBQs** in collaboration with South Burnett Regional Council (SBRC) following the 2017 Boxing Day and New Year's Eve storms, to share information on available storm relief agencies and build community morale. BIEDO also supported SBRC in surveying property owners and collating data to trigger disaster activation for the affected communities to open up access to State/Federal government assistance.

**South Burnett Business Builders Program (SBBB) – a partnership with Business South Burnett, the University of Southern Queensland** with thanks to funding support from the Building Better Regions Fund and AGL Energy.

**Partnering with North Burnett Regional Council, University of Southern Queensland and AGL Energy to deliver Advance Queensland's Advancing Regional Innovation Program (ARIP).** This program comprises two parts – ‘Developing Entrepreneurship’ through the North Burnett Business Builders Program and ‘Diversifying the Economy’ with a pilot project to examine the economic multipliers and diversification options for irrigated horticulture and agriculture.

**Contributing to the regional dialogue** through participation in the Disaster Recovery Teams in both the North and South Burnett Regional Council regions, and involvement in the Mundubbera-Jandowae Roads Working Group.

# REFLECTING ON 2017/18: THE THREE C'S OF BIEDO

## Connecting

**Agriculture Network Meetings | Women in Agriculture |  
Community Events | BIEDO Burst | Social Media | #BurnettInlandBusiness**

In 2017/18, BIEDO was pleased to continue connecting like-minded individuals and businesses with peers, industry representatives, agencies and new information through a range of community events and our online platforms. These included but were not limited to:

**South Burnett Agriculture Network meetings** continued to be driven by participants with BIEDO's support. During the past year, South Burnett Ag Network meetings covered a range of topics influenced by the individuals engaged in those meetings, including a session on crop insurance and risk management in direct response to the storm recovery efforts following the 2017 Boxing Day and New Year's Eve storms and insurance enquiries to BIEDO. Agriculture Network meetings moved around the region to extend the reach of the program and increase its accessibility to primary producers, and the success of this model prompted the launch of a North Burnett Agriculture Network pilot meeting in May.

**North Burnett Agriculture Network** launched in 2017/18 in response to the success of the program in the South Burnett region. BIEDO supported two meetings in May and June in collaboration with Mayor Rachel Chambers and North Burnett Regional Council and we look forward growing this program during the next financial year.

**Women in Agriculture programming** in the past year encompassed two key opportunities for rural women to come together. The Monto community played host to BIEDO's Women in Agriculture Day during March and the International Day of the Rural Woman was celebrated by BIEDO and friends with a 'Women in Workshirts' walk on the newly launched South Burnett Rail Trail at Wooroolin.

**Growth in BIEDO's online engagement with the launch of the BIEDO Burst e-News**, bringing together BIEDO news, relevant industry announcements and resources for our growing network in a one-stop-shop e-newsletter. BIEDO is pleased to continue the development of this new resource in the next year as an accessible way of information sharing.

**Social media as a tool to connect community members to local small business** which included the **#BurnettInlandBusiness** campaign, utilising BIEDO's social media platforms during the month of May in conjunction with Queensland Small Business Week.



## Capacity

**Grant Writing Support | Online Resources |  
Business Builders | Community Leadership | Information Sharing**

At the core of BIEDO's *Strong and Resilient Communities (SARC)* program, in the past year our organisation has continued to help local businesses and entrepreneurs build their professional tool kits through the following programs:

**Grant-ED Program**, assisting individuals, businesses and community organisations to build their confidence and capacity for achieving grant funding success. This included an information sharing event for individuals and community groups in Kingaroy during September.

**South Burnett Business Builders** in partnership with Business South Burnett, USQ and with support from AGL Energy, working with businesses that operate across a range of platforms, including farm-based business, town business operators and online business. From a broad range of sectors including tourism to agriculture to health-based and back again, this program looks to gain insight and collect data on the challenges and experiences businesses are encountering. This program has also provided business participants with access to targeted workshops such as social media tools and developing digital business action plans.

**Supporting North Burnett individuals to participate in the Red Earth Foundation South Burnett Community Leadership Program.** BIEDO was pleased to pursue and secure funding for seven North Burnett-based participants to take part in this annual intensive leadership program that took place again in February at the Bunya Mountains. Thanks to BIEDO's partnership with North Burnett Regional Council and FRRR, this was the first time that individuals from the North Burnett were able to join in this valuable program. BIEDO was thrilled to assist these North Burnett leaders gain access to the same opportunity as their South Burnett counterparts.

# FINANCIAL OVERVIEW

2017/2018 was another successful year for the BIEDO team, continuing our focus on maintaining a cost-effective operation throughout the period and refining the work of previous years to strengthen the balance sheet and keep costs and overheads low. With a focus on governance, systems and processes and securing the financial future of BIEDO we continued to provide quality services and programs throughout Burnett inland communities.

During the period, BIEDO transitioned from the Department of Social Services (DSS) 'Strengthening Communities' funding program as it drew to a close and was fortunate to secure the successive DSS program 'Strong and Resilient Communities' until 30 June 2021. This program, along with continued support from the South and North Burnett Regional Councils, enables the continuation of the effective delivery of BIEDO's programs in reaching and supporting a growing number of businesses, community groups and individuals in our region. Along with an increase in revenue from fee-for-service activities, program funding was also secured through the Building Better Regions Fund to enable development of the South Burnett Business Builders program and through the Advancing Regional Innovation Program (ARIP) for delivery of a North Burnett project. These two programs have also been made possible with support from collaborative partners South Burnett Regional Council (South Burnett Business Builders), North Burnett Regional Council (ARIP North Burnett), University of Southern Queensland and AGL Energy and we greatly appreciate the opportunity to work with these organisations. FRRR very generously supported a number of North Burnett participants to take part in the Red Earth Community Foundation's South Burnett Community Leadership Program in 2018 through their Tackling Tough Times Together funding program. We are also grateful for FRRR funding providing support for the Ag Network meetings in both North and South Burnett in 2018.

While an increasing presence in the region and the delivery of a wide range of programs and assistance has naturally seen an increase in costs associated to on-the-ground program delivery, BIEDO continues to maintain tight controls to minimise fixed and variable operating expenses. Combining a broader focus group and delivery footprint with efficient budgetary measures, BIEDO is well-placed to continue to deliver high quality services to the Burnett inland into the future. I would like to take this opportunity to personally thank the BIEDO team, Kristy Frahm CEO and the BIEDO Board for the support they provided me in continuing my role after returning from maternity leave early 2018. The flexibility and professionalism displayed by the team and Board is a testament to the organisation and, in my opinion, one of the many reasons BIEDO continues to grow as a highly respected and integral part of economic development and growth in the Burnett inland.



**Rachael Lehmann, BIEDO Financial Officer**

# LOOKING FORWARD TO 2018/19

The 2018/19 year will see the continuation of key BIEDO programs in response to demand from Burnett inland community and business, including the South and North Ag Networks and Women in Agriculture events. We take a 'learn as we go' approach to ensure we are responding directly to community and participant needs, which means your support and feedback directly influences the shape of these programs and the topics we cover.

We also look forward to continuing to grow the ARIP program in the North Burnett, as well as developing the framework for a Financial Wellbeing Program that will connect individuals and businesses in our communities to critical financial resources and information such as building cash flow forecasts, business plans and other tools as we work together to achieve financial sustainability into the future.

Business and community, we welcome you to follow BIEDO's adventures via social media and connect with us when we are in your community. We strongly believe 'together is better' and hope to see you in a Burnett inland community soon!





With the support of our foundation Councils:



80 Gore Street  
Murgon Q 4605

**BIEDO**  
Burnett Inland Economic  
Development Organisation



Ph: 0400 695 456  
E: [admin@biedo.org.au](mailto:admin@biedo.org.au)



BIEDO



@BIEDO\_community

[www.biedo.org.au](http://www.biedo.org.au)



@BIEDO\_community