

## Charter

### Mission

Torquay Commerce and Tourism Inc. (TCT) exists to assist its membership to develop and grow their businesses, representing and lobbying for them on issues relating to the strategic operation of their businesses.

### Scope

All registered businesses operating from a 3228 post code area. This includes such businesses in the categories of:

- Tourism
- Accommodation
- Retail
- Surf industry
- Trades
- Home-based
- Finance
- Arts

### Relationships

TCT manages a strategic relationship with the Surf Coast Shire and Surf Coast Tourism for the benefit of its membership and the rate-paying community at large.

TCT fosters the accumulation and transfer of business knowledge and experiences through its membership networking processes.

TCT is committed to providing quality outcomes for its members, even when the decision-making process may not be within the control of Torquay Commerce & Tourism. This requires specific and focused lobbying to Local, State and Federal government personnel, departments and organisations. Such lobbying will take into account the:

- Impact on the membership
- District and business development strategies
- Improvements to local infrastructure and services

### Values

TCT operates with the following set of values:

- Is unified in its approach to business
- Solves problems or creates opportunities using good practices and process
- Communicates effectively with all stakeholders
- Demonstrates professionalism at all times
- Inclusive of members and stakeholders in processes
- Is results focused