



Photos by Salt Studio

DEVELOPER : QIC
 MAIN CONSTRUCTION COMPANY : Probuild
 ARCHITECT : Buchan Group
 STRUCTURAL ENGINEER : Robert Bird Group
 CONSTRUCTION VALUE : \$600 million



A GRAND STATEMENT

The \$600M Grand Central redevelopment has created a magnetic destination for the community that embodies the pride, tradition and the culture of the Darling Downs region. With the construction of 160 additional speciality retailers, department stores and supermarkets as well as global and iconic Australian fashion brands, Grand Central has transformed into an unrivalled retail, entertainment and lifestyle precinct using natural materials to reflect the Toowoomba region and its surrounding urban environment.

With over 26 years experience in delivering investment outcomes to around 100 institutional investors, Brisbane based QIC Global Real Estate (QICGRE) has undertaken a \$600 million redevelopment of Grand Central in the regional Queensland city of Toowoomba. Staying true to the vision for a complex aimed at creating a magnetic community hub, the Grand Central redevelopment aims to embody the pride, tradition, culture and opportunity of Toowoomba and the Darling Downs region.

Working closely with Toowoomba Regional Council for many years to deliver a transformation aligned with the Council's City Centre masterplan, QICGRE's project included demolition of a neighbouring shopping centre, 'Gardentown', to allow Grand Central to expand to twice its size at 92,000m² and complement the

existing dynamic retail, entertainment and lifestyle offer. Featuring 160 specialty retailers, discount department stores, supermarkets and fashion brands, Grand Central's new development also incorporates a fresh food precinct and dining destination with restaurants and cafés, which boarder a new civic space, called Central Square, in the heart of the central business district.

QIC's delivery of Grand Central has brought about 1,500 new jobs during construction with another 1,000 estimated on project completion. With a façade inspired by Toowoomba's civic architecture and interiors effecting the same charm and character of the city, Grand Central blends agreeably with the local community. Materials such as timber, stone and brick, as well as frameless glass railings with blackbutt handrails maximise views of shopfronts, ceilings and views to the sky.

A significant challenge for the Grand Central team and ultimate achievement was extending construction across a railway line, making it the first commercial complex to do so since 1983. Designing the construction process across three stages of development, QICGRE brought an exciting extension to their retail offer to Toowoomba.

The Stage 1, 2-level retail Galleria, opened in September 2016, brought more than 50 fashion-focused retailers and a homewares precinct on the lower level. With its feature south facing light windows and generous shop heights, the ambience is one of relaxed elegance and spaciousness.

Stage 2 in March 2017 brought some of the biggest names in Australian retail to one location for the first time in Toowoomba's history, including Kmart, Big W and Woolworths as well as casual food outlets such as Betty's Burgers, Schnitz and Noodle Hut. It also saw the delivery of significant additional carparking, doubling the total number of spaces at the centre to approximately 4,000.

Stage 3 in September 2017 marked the launch of Grand Central's integrated outdoor community space, Central Square. This space fronts Margaret Street and includes a large staircase into the centre, a stunning focal point for the community and overlooked by the dining precinct, which includes a range of restaurants and cafés new to the Toowoomba region. Central Square includes a grassed area, trees and seating.

Also opened in Stage 3 are a range of new retailers in the Centre's new dining precinct, including Chong Co Thai Restaurant & Bar, Yum Cha Cuisine, Max Brenner and Vapiano. Grand Central's Duggan Lane space also opened during Stage 3, connecting Duggan Street directly to Level 1 of the centre, with plans for this area to have a focus on food.

For more information contact QIC, Level 5, Central Plaza Two, 66 Eagle Street, Brisbane QLD 4001, phone 07 3360 3800, fax 07 3360 3979, email qic@qic.com, website www.qic.com.au



Millennium management is proud of its long-standing and enduring association with QIC Queensland that commenced with the provision of Cleaning Services at Gardentown and Grand Central Toowoomba in August 2010. This relationship has continued through the major redevelopment and combination of the two sites with the first stage opening in September 2016 and the final stage presented in March 2017.

In March 2011 Millennium was awarded the security services contract at the site and since then their security officers and cleaners have been working as a team providing the improved service, safety and financial benefits of a combined service delivery team. Throughout the complete asset development process, Millennium have participated in additional meetings with their client and members of the construction team, adjusting their rosters, schedules and the delivery of their services to accommodate changing access and client requirements.

Millennium's security personnel are safety conscious and extended the scope of their services during the construction process to include night patrols of the centre, traffic management, vehicle patrols of the entire development precinct and supervised access and escort services of contractors to and from the site.

The frequency and scope of their customer service approach to service delivery was also extended to include additional support to disabled and elderly visitors whose normal access routes were too difficult to approach or not available. All stakeholders in the safe development of Grand Central Toowoomba including the construction team, site inspectors, QIC management, centre tenants, their cleaning personnel and customers alike benefited from the services provided by Millennium's around the clock security teams.

Millennium's account manager, onsite supervisor and cleaning staff at Grand Central Toowoomba all take pride in their work and despite the difficult circumstances, their entire team maintained their focus and attention to detail during construction so that high standards of presentation were delivered ensuring centre presentation, customer comfort, and safety were paramount.

As each stage of the development reached completion a major strip and seal of all the hard floor surfaces was carried out, in conjunction with high cleans to remove all the dust and grit that resulted from the building process. Finally a thorough clean of all glass, chrome and specialist surfaces was undertaken to guarantee that all the stakeholder's contributions were presented in the best possible light and that the centre looked stunning for its official opening.

Millennium has extensive experience in the delivery of services throughout asset developments completing 16 nationally over the last five years, including QIC Robina Town Centre on the Gold Coast in 2016, and the Canberra Centre in the ACT in 2017. As a result they are also experts in the provision of cleaning and security teams for new building cleans or the preparation and manning of buildings for official openings and major events.

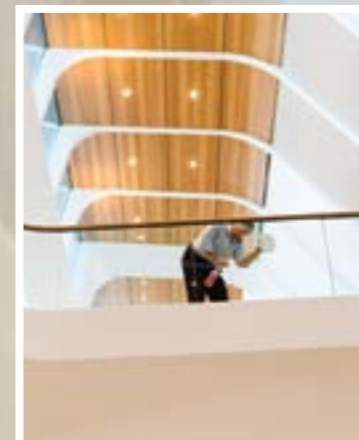
At the onset of a potential new partnership, Millennium establishes a responsible and responsive relationship with their client to take ownership of their role and the delivery of cleaning, security and integrated services, that includes concierge and hygiene services, waste management, pest control and building and landscape maintenance.

Millennium's contract portfolio includes more than 900 properties across a diverse range of facilities, including shopping centres, commercial properties, government and public buildings, universities, council properties, sport facilities, and schools.

Millennium's head office is located in Mount Waverley, Melbourne with additional offices in Adelaide, Brisbane, Canberra, Perth and Sydney, and international offices in Auckland and Christchurch in New Zealand. From Millennium's board to their onsite teams, the company is committed to delivering service excellence.

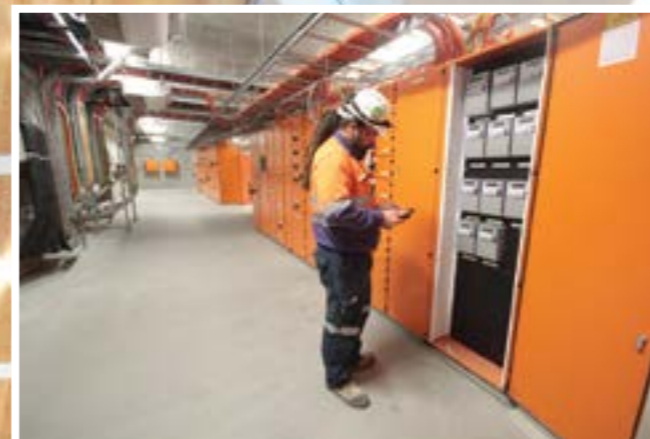
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For more information contact Millennium Services Group Limited, 205-211 Forster Road, Mount Waverley VIC 3149, phone 03 8540 7900, email admin@millenniumsg.com, website www.millenniumsg.com



Below DECC were contracted for their demolition services on the existing plaza at the Grand Central site.

Below Stowe Australia installed all electrical systems including a unique GPON system facilitating inter-connectivity.



In November 2014, demolition experts DECC were contracted for the complete demolition of the existing plaza in Toowoomba, Queensland. A contract that required further demolition of the bridge entry to the old development, it's operations ensured the vision to install a new 2-storey, \$500 million contemporary multi-retail shopping plaza was officially underway.

Privately owned and operable since 2007, the company operate out of Sydney, Brisbane, Canberra, Newcastle and Wollongong metropolitan areas as well as regional areas of New South Wales and Queensland.

Fully licensed with a team of 150 employees, DECC offer their expertise to areas of the commercial sector involving demolition, civil, remediation and environmental contracting and some project management and consulting services.

For Grand Central to realise it's dream, DECC demolished all facets of the old shopping centre including footings and foundations. A specifically machine-orientated project, machines as large as 70 tonne were required for the flattening of the old structure, including the bridge.

Highly conscious of public protection, safety and environmental issues such as waste, contamination, dust mitigation etc, DECC also employed the use of small scale tools. These tools ensured work to the facades, boundaries and separation walls was carried out meticulously and with minimal interference, both civic and environmental.

Impressively, DECC operate within strict parameters when it comes to finding a working method that facilitates recyclable waste. At Grand Central, concrete was crushed onsite and reused, and their 96% recycling record was boosted to an extraordinary 98% threshold.

Other projects by DECC that show their deftness in demolition and provision for reconstruction include a hospital redevelopment in Brisbane and Greenland's luxurious apartments project in Kings Cross, Sydney. It was this latter development that saw DECC take down all casing façades and walls to leave just a skeletal vision of its internal workings. Through the installation of temporary bracing, DECC ensured reconstruction could commence immediately.

For more information contact DECC, Unit 30, 19 McCauley Street, Port Botany NSW 2036, phone 02 9003 0684, fax 02 9003 0688, email frank@decc.com.au, website www.decc.com.au

With an unfathomable work history of 110 years in business, Australian based Stowe Australia is unsurprisingly a leading electrical contractor.

A hefty team of 1,600 manage the installation and maintenance of commercial and industrial communications and electrics. Equipped with the experience and financial capability to engage with the complete range of requirements for these projects, they have built and successfully maintained a strong reputation for performance, quality and reliability.

Undertaking the project, QIC's Grand Central Shopping Centre in Queensland, Stowe Australia has brought services to Toowoomba's very first large scale multi-retail development. With \$500 million allocated to Grand Central for its full 3-storey redevelopment, commenced in 2014, it showcases major retailers, food retailers and speciality stores in the one complex.

Grand Central's 3-level design concept is contemporary, stylish and uncomplicated. Fashioned with a market-style atmosphere, integrated civic and dining spaces, it has a community focus with an orientation toward diversified shopping, relaxation, enjoyment and pleasure.

Stowe Australia were engaged by Probuild to install all electrical systems including communications, security, DAS, PA and background music. Making use of the unique GPON system not extensively used in Australia but taken to a new level in this development, Stowe Australia were able to facilitate an inter-connectivity between phone lines, internet, CCTV metering analytics and air conditioning. A system which makes use of a fibre optic system not unlike NBN, it meant for efficient correspondence between individual retailers, building services and central management.

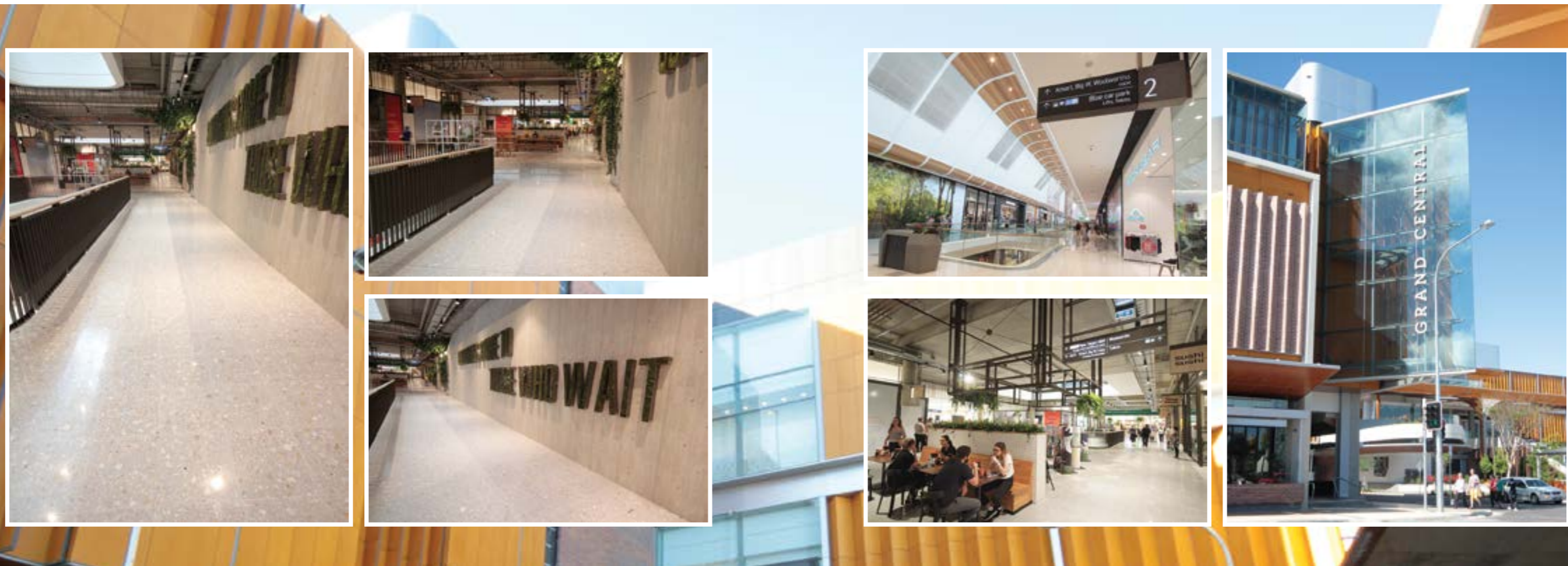
Other commercial projects by Stowe Australia include at a glance 480 Queen Street, Brisbane; Sunshine Coast University Hospital; and Westpac Head Office, Sydney. From these large scale developments to Grand Central with its unique GPON system, Stowe Australia's expertise is overtly flexible and displays inspiring competence.

For more information contact Stowe Australia, 23 Hi-Tech Court, Eight Mile Plains QLD 4113, phone 07 3423 6777, fax 07 3423 6799, email brisbane@stoweaustralia.com.au, website www.stoweaustralia.com.au

Below Pebblecrete transformed the Grand Central project by providing elegant terrazzo tiles on the project.

STRATEGIC SPACES

Below Strategic Spaces, a boutique Melbourne based studio, developed a wayfinding strategy and system for Grand Central Shopping Centre.



Pebblecrete In-situ was recently contracted to work on the Grand Central transformation in the Darling Downs region and provided elegant terrazzo tiles that sit in place. 180 additional specialty retailers were added to Grand Central with the use of natural materials to replicate the district and the urban environment.

Pebblecrete In-situ has been creating works of art in terrazzo since 1963 and have been appreciated by architects, consultants and developers and utilised by various major construction companies throughout Australia and internationally. Versatile products are manufactured by the state-of-the-art production plant, satisfying the individual requirements of each client.

Pebblecrete In-situ is well known for their reconstruction of granite pavers and terrazzo floor tiles for their attractiveness, versatility and easy maintenance in large shopping centres, walkways, footpaths and railway stations.

Terrazzo, is a popular choice for flooring and stepping. The colour range is elegant, natural and beautiful with all sizes available in several different thicknesses. Concrete pavers can be tailor made to suit any project and will certainly make a lasting impression on any project.

An example of magnificent accomplishment in craftsmanship is the Grand Market emblem at Centro Bankstown. The title was coloured green and laid in-situ with difficult curves hewed to match architectural design.

Pebblecrete In-situ has been held in family tradition and has advanced with modern day technology to achieve a new production process. With over 50 years experience, Pebblecrete In-situ can manufacture terrazzo tiles and pavers in a variety of sizes and thicknesses to meet your needs and make that elegant statement that your project desires.

For more information contact Pebblecrete In-situ Pty Ltd, 238 Woodpark Road, Smithfield NSW 2164, phone 02 9604 3100, fax 02 9725 2607, email enquiries@pebblecrete.com.au, website www.pebblecrete.com.au

Strategic Spaces was recently contracted to work on the Grand Central transformation in the Darling Downs region.

Strategic Spaces is a multi-disciplinary creative studio, specialising in the design of furniture, wayfinding and customer experience strategies. Their solutions are designed to enhance the built environment and respond directly to the operational and functional requirements of a development, represented in a way that aligns with the overarching design vision.

Finding inspiration in the inherent history, culture and personality of each location is a key factor in their design research. By incorporating natural materials that reflected the region and urban environment, they were able to forge a connection between their concept and the unique characteristics of Toowoomba. As such, raw materials such as steel, bluestone and GRC (glass fibre reinforced concrete) feature in the final design.

Angela Stephens, Director of Strategic Spaces, describes their experience working on the project as, “an absolute pleasure. QIC are knowledgeable, have a strong design ambition and as a result, their centres are beautiful – it’s a privilege to work on them.”

The team at Strategic Spaces are currently working on wayfinding strategies and systems for a number of sites, including Castle Towers Shopping Centre, Eastland Shopping Centre, Harbord Diggers and The Oasis Shopping Centre. They recently completed Robina Town Centre, Birkenhead Point, 480 Queen, Lutwyche City, The Kitchens at Robina Town Centre, Top Ryde City Shopping Centre, Strathpine Centre, The Star Sydney, Australia Fair Shopping Centre and Waverley Gardens Shopping Centre.

For more information contact Strategic Spaces Pty Ltd, Suite 1412, 1 Queens Road, Melbourne VIC 3004, phone 03 9863 7003, email info@strategicspaces.com.au, website www.strategicspaces.com.au