

Talking Business

March 2019

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Paul's Corner

This March edition of Talking Business marks the first quarter of the 2019 calendar year, and we have certainly hit the ground running as a business community.

In this edition we shine a spotlight on the many businesses recognised for excellence in our region, and those who have reached major milestones, such as Albatross Pools who is celebrating 40 years in Greater Dandenong.

We also explore the Melbourne Metro Tunnel project, the Victorian Government's response to the increased demand on our public transport system, noting the benefits of this project for local commuters such as decreased travels times.

The importance of sustainability is kept top of mind, reflected in the call out for businesses to have their say on Council's Climate Change Strategy and Action Plan, as well as an article encouraging the support of local greengrocers to help preserve the Australian farming industry. A case study of manufacturing company, Melded Fabrics, shows the value of entering what is known as the circular economy – a concept that sees one person's waste become another person's resource.

Businesses are urged to familiarise themselves with the new single touch payroll laws, which is a big change in the way employers report their employees' tax and super information to the Australian Taxation Office (ATO). Cyber security is another area requiring the attention of businesses, and ways to decrease your chance of falling victim to a security breach are highlighted.

There is a range of other articles included to keep businesses aware of the value of embracing innovation and stretching their limits, so please enjoy our first edition of Talking Business for 2019. I hope this is a productive and enjoyable year for you all.

Paul Kearsley

Group Manager,
Greater Dandenong Business
(Includes Economic Development, SEBN
and Activity Centre Revitalisation)

FEATURES



**Albatross Pools celebrates
40 years in Dandenong**



**Upgrades to Melbourne's
public transport system
well underway**

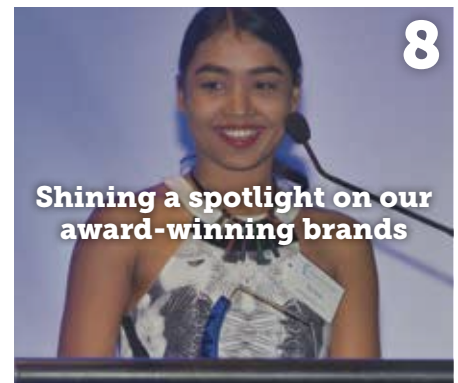


**The modern
day cemetery**



sebn*

***TOGETHER
we connect
engage
and grow**



**Shining a spotlight on our
award-winning brands**



**SEA Electric expansion
plans to boost jobs and
production**



Events calendar Marketing Strategy



Dream becomes reality for owners of Lot 88 on the Park

Bringing their vision to life and offering a modern and unique dining experience is what has inspired the owners of Lot 88 on the Park to open their new café and restaurant in Dandenong South's Logis Estate.

It took almost two years for the dream to become a reality for co-owners Adam Maliszewski and Suhemi Zhang, who opened their doors in August last year.

Mr Maliszewski said the restaurant was the ideal opportunity for himself and Mr Zhang to create and build a business that was based entirely on their own vision.

"I've taken over many businesses over the years but have never opened a new business from scratch," Mr Maliszewski said.

"It has given us the opportunity to create something we wanted to create – something that is exactly in line with our vision. And I believe that

this area didn't have anything quite like this before."

Mr Maliszewski and Mr Zhang each have more than 20 years' experience in the industry, both having worked in a number of leading restaurants.

Mr Maliszewski grew up in Dandenong, attending Dandenong West Primary School and Dandenong High School. He worked at a number of restaurants and cafes in Melbourne, Carlton and on the Gold Coast before returning to Dandenong to open Lot 88 on the Park.

Mr Zhang also brings a wealth of experience, having worked with a number of leading chefs and at some of Melbourne's top restaurants. Furthermore, sous chef Domenic Dicio worked for renowned chef Jamie Oliver in England for a number of years while travelling.

Lot 88 on the Park offers a contemporary Australian menu and

includes everything from sandwiches and wraps to a full a la carte menu. Mr Maliszewski said the restaurant offered a modern yet casual dining setting with large tables, a fireplace and artistic design elements that strive to incorporate the nearby parklands.

Mr Maliszewski said Lot 88 on the Park supported other local businesses by sourcing produce locally, and that he and Mr Zhang would further refine the menu to ensure it continued to offer customers what they wanted.

"Suhemi's vision for our menu is that it's fresh, tastes good and offers a great variety. He has worked with some leading chefs over the years so has been fortunate enough to take what he has learnt and incorporate it into our menu here."

The partners hope to further expand the business into catering for private and corporate functions.

The Longest Lunch – 15 March

City goes to the Country

The City of Greater Dandenong is co-hosting a Melbourne Food and Wine Festival - Regional Longest Lunch at Acheron (6km out of Alexandra) on Friday, 15 March.

The other major partners are Little River Winery and Marian Rennie, the restaurateur who will be providing a five-course lunch in her beautiful historic garden.

This event is showcasing products from Greater Dandenong and the following businesses have capitalised on the opportunity to partake in this dedicated foodie's event.

Uncle's Smallgoods, Rob's British Butcher, A1 Bakery, From Granny, Moondarra Cheese, Harvest Box, Gippsland Jersey, Hindustan Imports, Brick Lane Brewing and Well and Good.

These businesses will be joining others from the regional area including Four Pillars Gin, Yea Dairy, Dobsons Potatoes, Goulburn River Trout, Utter Wines and Blackmore Wagyu. Foodie Trails and Organic Formulations, located outside of the immediate region, will also be taking part in the event.

For bookings visit
www.melbournefoodandwine.com.au

Albatross Pools set to celebrate 40 years in Dandenong



From humble beginnings in the family backyard, Albatross Pools has grown to become an award-winning family business that will this year celebrate 40 years in Greater Dandenong.

The family owned and operated business has involved three generations and has sold more than 16,000 pools since opening in 1969. It has also won countless awards, with the Dandenong display centre winning both state and national awards for Best Display Centre.

Sales and Marketing Manager, Peita Otterbach, said the business was established by her grandfather, Ben Vanderhaar, when he purchased a pool kit from Canada and installed it in his backyard in Warrandyte. This original pool is still on display and operational at the business' Warrandyte Display Centre.

"Being the only pool in the community, family, friends and locals

often visited for a swim. Grandpa began receiving pool orders which led to the initial importing of pools from Canada and things went from there," Mrs Otterbach said.

"Greater Dandenong has been very integral to the growth of our business because of its position on the way to the peninsula and its easy accessibility."

In 1979, the business expanded into Dandenong with the purchase of a property with an old worker's cottage at 157 Foster Street. Mrs Otterbach's father, Michael, who still runs the business today, found the Foster Street property when he was just 17 years old. His father purchased the site and set up a display centre with a number of pools. He also began manufacturing pools around the same time.

The business now has two display centres – the original Foster Street

site and another at Warrandyte – and a factory and head office at Ringwood where their pre-engineered steel pool systems are developed and manufactured.

"Greater Dandenong has been very integral to the growth of our business because of its position on the way to the peninsula and its easy accessibility," Mrs Otterbach said.

She said the secret to the business' success was a result of it being a strong family business with a focus on customer service and quality.

The City of Greater Dandenong congratulates Albatross Pools for reaching this fantastic milestone.

Local greengrocers a better choice for all

When it comes to fresh fruit and vegetables it is hard to go past Scicluna's – a family-owned and operated business that continues to experience prolific growth.

Opening as a humble produce store in Mentone in 1963, the late George Scicluna built the business on foundations of superior quality, service and strong relationships.

"My Dad had such good relationships with the growers. He said that back in the late 1960s the farmers used to hide the best strawberries from their harvest just for him. While times have changed we continue to enjoy this type of trust and loyalty in our relationships today," explained George's son, Chris Scicluna.

Fast forward to 2019 and Scicluna's, now run by Chris, has retail shopfronts in Mentone, Sorrento and Tooronga as well as a vibrant wholesale arm, servicing many of Melbourne's favourite restaurants, cafés, wineries, hotels, catering companies, hospitals and more. This growth has been largely supported by their purpose-built distribution facility at Dandenong South's Logis Estate, which has greatly enhanced their supply chain efficiency.

"Since opening the warehouse in Dandenong five years ago, we've grown by 30 per cent per annum. The location and road connections are excellent and it's an easy commute to the peninsula, the city and everywhere in between," said Mr Scicluna.

As an intermediary of an increasingly vulnerable farming industry, business is much more than the bottom line for

"Fresh produce is not marketed purposefully, so it's really undervalued by the consumer and people take it for granted. If we don't continue to support our local growers we will be importing everything from overseas in the future."

Scicluna's. Re-educating consumers to understand the importance of buying quality, local produce is a key focus.

"Fresh produce is not marketed purposefully, so it's really undervalued by the consumer and people take it for granted. If we don't continue to support our local growers we will be importing everything from overseas in the future."

While large supermarket chains are convenient and competitively priced, having a greater understanding of where the produce comes from and the unpredictable climate conditions of our farmers can help shift perspective. Mr Scicluna said the business is participating in 'A Better Choice' campaign, a joint initiative of industry group Central Markets Association of Australia (CMAA) and Fresh Market Australia (FMA), to support greengrocers by attracting customers to the store through a nation-wide marketing campaign.

"It's more than just business, it's the relationships you make along the way and we want to do all we can to support the livelihoods of our farmers."

Scicluna's intends to keep growing their wholesale arm and will continue to adapt to suit the ever-

changing climate. The involvement of the third generation continues to bring fresh perspectives, with Chris Jnr (C.J) building connections with interstate providers in Brisbane and New South Wales and facilitating national deals with hotel chains, cruise ships and airlines.

"Each generation brings something new, but I think more than anything there's a willingness to expand the business beyond the perceived growth boundary of our father's generation – that's what I did and now C.J is taking the baton further," said Mr Scicluna.

For more information on the better choice movement visit:
www.abetterchoice.com.au



The late, Mr George Scicluna, founder of fruit and vegetable grocer, Scicluna's.

Upgrades to Melbourne's public transport system well underway



Anzac Station, St Kilda Rd



Town Hall Station Federation Square entrance

Have you been wondering about the future direction of Melbourne's public transport (PT) system? Or have you been frustrated by delays and works on your line? You are not alone but understanding where Victoria is heading puts it all into perspective and is generating much anticipation.

It is no revelation that our current system is not sustainable for our continued population growth, so the Victorian Government has invested significant funds to conduct upgrades to integrate with the existing PT system.

The Metro Tunnel project seeks to address increased demand and unreliability by untangling the City Loop. This will take the busiest train lines through a new tunnel under The City of Melbourne. This will free up space within the City Loop allowing more trains to run in and out of the city.

The project is being delivered by Rail Projects Victoria, and Manager of Landowner and Business Support Services, Barry McGuren, said: "The primary goal is to get passengers where they need to go sooner, but works of this scope take time and cause interruptions to our daily

schedules, so we need to keep the end goal in sight – it's a metaphor for life I suppose, growth pains hurt but it's all worth it in the end."

"If I had to summarise the outcome of this complex project, I would say the tunnel will mean more trains, more often across Victoria with a less crowded and more reliable train network."

The Metro Tunnel, anticipated to be completed by 2025, will create a new end-to-end rail line from Sunbury in the west to Cranbourne/Pakenham in the south-east, with high capacity trains and five new underground stations. More specifically, the project scope includes:

- Twin 9km rail tunnels from the west of the city to the south-east as part of a new Sunbury to Cranbourne/Pakenham line.

- Five new underground stations to be located at North Melbourne (in the Arden precinct), Parkville (under Grattan Street), State Library (at the northern end of Swanston Street), Town Hall (at the southern end of Swanston Street) and Anzac (under the Domain Interchange on St Kilda Road).
- High capacity signalling to maximise the efficiency of the new fleet of High Capacity Metro Trains.
- Train / tram interchange between Anzac Station and the Domain Interchange

"If I had to summarise the outcome of this complex project, I would say the tunnel will mean more trains, more often across Victoria with a less crowded and more reliable train network," said Mr McGuren.

From a Greater Dandenong perspective, the Metro Tunnel, along with other network improvements along the lines, will create room for 121,000 passengers every week on the Cranbourne and Pakenham lines during peak periods – that is 45 per cent more peak capacity.

For more information visit
www.metrotunnel.vic.gov.au/



State Government's Made in Victoria campaign features local businesses

The Victorian State Government is supporting Victorian businesses through its new Made in Victoria campaign. This campaign celebrates the Victorian manufacturing industry by showcasing the products made, designed and created within Victoria. Raising awareness about purchasing locally will provide benefits for the community, not only for the benefit of the consumer, but to promote job growth and career opportunities for the region.

The Victorian manufacturing industry employs close to 300,000 people and Greater Dandenong has the largest sector in the state, providing

over 22,000 jobs. This employment contributes to more than \$3.2 billion of Greater Dandenong's gross regional product, and over half of the overall output of the municipality. The top manufacturing sectors in the region are:

- Automotive and transport parts
- Caravans and trucks
- Food and dairy
- Machinery and equipment
- Metal fabrication
- Pharmaceuticals
- Plastics and mechanics
- Windows and doors.

The Made in Victoria campaign highlights two of our Greater Dandenong businesses, Chobani and Volgren Australia (pictured). Volgren CEO, Peter Dale, said being part of the Made in Victoria campaign is a great source of pride for his company. He believes it is a strong endorsement of Volgren's investment in becoming competitive in bus body building on a global scale, while also retaining and growing its manufacturing base in Dandenong.

"Through Made in Victoria we're encouraging every Victorian to support our thriving manufacturing sector," said Mr Dale.

Cyber Security health check funding available

Cybercrime costs the Australian economy more than \$1 billion annually. Small businesses account for 43 per cent of all cybercrimes and 33 per cent of businesses with fewer than 100 employees do not take proactive measures against cyber security breaches.

The large majority of small businesses (87 per cent) believe they are safe from cyberattacks, but the 22 per cent of businesses forced to shut down after the 2017 ransomware attacks show us it is not worth relying on one protection mechanism.

So what can be done about it? The Cyber Security Small Business Program supports small businesses across Australia to have their cyber security tested by a provider that has been approved by the Council

of Registered Ethical Security Testers Australia New Zealand (CREST).

Grants will be provided to small businesses (with 19 or fewer employees) for up to 50 per cent of the cost of a micro, small or standard certified small business check.

To see if you are applicable visit www.business.gov.au

Resource: Australian Small Business and Family Enterprise Ombudsman.

Shining a spotlight on our award winning brands

2018 Greater Dandenong Chamber Business Awards

In November 2018, over 150 guests from the Greater Dandenong Chamber of Commerce community came together to honour and recognise outstanding business achievements in the region. The City of Greater Dandenong's Economic Development Unit extends congratulations to each nominated business and category winner for standing out amongst approximately 12,500 businesses in the area.

Greater Dandenong Chamber Business Award – Sponsored by NAB

Le Pine White Lady Funerals

Small Business Award - Sponsored by Ashfords

Financial Foundations

Large Business Award – sponsored by The Greater Dandenong Chamber of Commerce

Le Pine White Lady Funerals

Employment Award – sponsored by M+K Macpherson Kelley
Southern Migrant & Refugee Centre

Retail Award – sponsored by The City of Greater Dandenong
Afghan Rahimi Restaurant

Innovation Award – sponsored by Hilton
Advanced Robotics

Corporate Social Responsibility Award – sponsored by The Dandenong Journal
Dandenong Basketball Association

Youth Enterprise Award – sponsored by Chisholm
Rita Karki

If you know of an outstanding business in the area, why not highlight them as a potential nominee for 2019?

The Greater Dandenong Chamber of Commerce is currently running a membership offer that will see you covered until June 2020. Contact Tiffany Murray on 9768 3283.

Other industry awards

2018 Health and safety invention of the year award - The Ecogroup

A big congratulations to local business, The Ecogroup from Dandenong South who recently won WorkSafe's 2018 Health and Safety Invention of the Year.

Through consultation, risk assessments and observation, Eco Group developed a product called ezyAxs Canopy, a commercial kitchen canopy that lowers the exhaust plenum to worker height, eliminating the need to climb onto cooking surfaces to clean the exhausts and filters.

2019 WorldStar Packaging Award Winners – Caps and Closures

Caps and Closures recently won critical acclaim for their product, Precise Pour, in the 2019 WorldStar Packaging Awards. The Dandenong South manufacturer's product takes a leap forward in the functionality of the simple tap, both for the consumer and the packer.



Tia Worrall (White Lady Funerals), Cheryl Good (Le Pine Funerals), Jeanne Davies (Le Pine Funerals) and Diana McAleese (White Lady Funerals) with their brace of trophies.

The modern day cemetery

Would you take your kids to play near a family member's final resting place or perhaps host your wedding ceremony? It was a popular pursuit during the Victorian era and the modern funeral industry is seeing a slow reversal back to this concept.

We all know cemeteries to be a place associated with death, mourning and perhaps the supernatural, but this perception is shifting with funeral homes diversifying their core service offering to capture a wider audience.

Function rooms, onsite cafes, florist shops and sculpture gardens are now among the offerings included in many cemetery business models. These additions allow the community to consider hosting other onsite events such as birthdays, weddings, anniversaries and corporate events.

In the case of Springvale Botanical Cemetery (SBC), the addition of a state-of-the-art function room (the Clarence Reardon Centre) offers families a comfortable and beautifully designed space and facilities. This development has been a turning point for the business which has been around since 1901.

Chief Executive Officer (CEO) of the Southern Metropolitan Cemeteries Trust (SMCT) Jane Grover said:

"It is easy to become complacent in a sector that you know will always be required. Death is a part of life also, the texture and fabric of our multicultural community has changed, to remain relevant you need to constantly think outside the box."

Being the largest cemetery within the care of the SMCT group spanning 422 acres, the SBC has 7 function rooms and a café and florist operating under the name, Cafe

Vita et flores', providing the basic elements to run a successful onsite event under one roof.

"Expanding our service offerings to include more than the standard burial and memorial services was not only a great business decision but it has assisted us to play an active role in shifting the focus off mourning and fear to the celebration of life in a supportive environment - and this underpins our purpose," Ms Grover said.

"Families will often celebrate a key milestone at the cemetery such as a 21st birthday or wedding to allow for the inclusion of a deceased loved one, it's truly a beautiful thing to witness."

According to the SMCT 2018 annual report, the fastest growing revenue stream has been the Café Vita et Flores' in Springvale – with revenue in excess of \$5 million in the 2018 financial year and a staggering growth of 360 per cent in five years.

The findings of quantitative and qualitative surveys undertaken by SMCT to better understand the impact of cemetery engagement in the community may surprise, including:



of respondents felt that cemeteries are community spaces



of respondents felt better equipped to deal with death



of respondents felt comfortable talking about how they wish to be remembered

As a result of these findings, SBC has seen several community-centred initiatives activated including rose pruning demonstrations, historical war veteran tours, jazz in the rose gardens and cultural tours.

"In 2019 we are looking at ways we can improve our digital offering; from online seminars, live streaming, organising a function and generally providing a wider range of self-service options that support our customers," said Ms Grover.

"... the texture and fabric of our multicultural community has changed, to remain relevant you need to constantly think outside the box."

There is always someone willing to think outside the box and offer a better way of operating and ultimately pose a risk to your businesses ongoing success.

The modern day cemetery highlights how a business who may have guaranteed longevity still needs to be open to innovation and in the words of Albert Einstein: "You have to learn to play the game and then play better than anyone else."

Is your business trialling a program, product or service that is innovative to your industry? The Economic Development Unit would love to hear about it. Send an email to business@cgd.vic.gov.au

Have Your Say – help shape our new Climate Change Strategy

Nobody wants climate change. Former President Barack Obama elegantly summed up the situation in 2014 when he said:

“...We are the first generation to feel the effect of climate change and the last generation who can do something about it.”

The City of Greater Dandenong is working to become one of Australia's most sustainable cities by 2030. As a part of this commitment, Council has started work on a new Climate Change Strategy and Action Plan and is seeking your input.

This Strategy aims to help the City of Greater Dandenong reduce its carbon emissions and prepare itself for the impacts of climate change, while also empowering the local community to do the same.

Over time, climate change has the potential to impact many of the basic elements of life, such as access to water, food production, health and wellbeing, use of land and biodiversity.

On a positive note, there are growing business opportunities for companies as climate service providers in many different sectors. For example, the world needs innovation in resilient materials and services, new weather and climate analytics, climate-resistant seeds, crops, farming methods and much more.

Companies that plan ahead and turn detailed climate risk assessments into innovation will be far better positioned to face changing market conditions as a result of climate change.

Have your say and help us prepare for the future. Council will commence consultation for the development of its Climate Change Strategy during March/April 2019.

Further information visit:
greaterdandenong.com/climateenergy
sustainability@cgd.vic.gov.au
8571 1000

SEA Electric expansion plans to boost jobs and production



Dandenong-based SEA Electric is set to expand its operations with the construction of a new electric vehicle factory in the Latrobe Valley which is expected to create up to 500 new jobs.

SEA Electric Group Managing Director, Tony Fairweather, said the expansion plans would also boost production and employment at its Dandenong premises over the next 12 months.

“We identified seven years ago that the electric vehicle revolution was coming and we were keen to develop our own technology,” Mr Fairweather said.

“We started developing our technology around five years ago and began assembling the electric vehicles from our Dandenong factory at the beginning of 2017.”

Mr Fairweather said the Dandenong factory had the capacity to assemble 800 electric commercial delivery vehicles per year once it reached full capacity in 2020. In order to achieve this, the factory would double the number of local assembly staff to more than 100 over the next 12 months.

Once the Latrobe Valley factory commences operations in early 2020, the company will gradually be able to increase assembly of its electric vehicles by up to 2400 per year.

Mr Fairweather said SEA Electric had begun recruiting workers from the Latrobe Valley to work at its Dandenong premises over the next 12 months whilst the new factory was being built.

“The motivation to expand into the Latrobe Valley is two-fold – it enables us to employ people in a region that has available skilled locals as well as offer opportunities for traditional automotive component suppliers to transition their product range into this growing market.

“It's the future of the automotive industry, and we're very excited about this commercial vehicle segment and what we have achieved to date.”

The State Government announced support for SEA Electric's expansion into the Latrobe Valley in October last year.

Melded Fabrics enters the circular economy



One of the biggest challenges facing businesses today is the need to innovate and diversify, or risk becoming extinct. In response to our ever-changing, fast-paced business environment, manufacturing operations continue to move offshore to survive, reduce costs and remain competitive.

In the case of Melded Fabrics Australia (MFA), a major non-woven manufacturer of automotive trim, commercial furnishings and floor coverings in Greater Dandenong since 1987, it was the progressive decline in the Australian automotive industry that prompted their decision to diversify.

Capitalising on technology development changes in fibrous waste processing equipment and a sustainable mindset, MFA have entered what is known as the circular economy. A concept that sees one person's waste become another person's resource. This approach sees textile products, ordinarily placed in landfill once they reach the end of their useful life, remanufactured into new products using new non-woven production technology.

Managing Director, Rob Carkeek, said: "We will be sourcing low-

cost textile waste material and reprocessing up to 12 ton per day, once the end consumers are finished with our remanufactured products, they can be cut and shred back down to their fibrous state and re-used over and over again – this is truly the circular economy in action."

The new machine line has 400,000 ton recycle capacity and supersedes previously eight year old plant equipment. Producing a flexible, fibrous non-woven material, it can be used for acoustic, insulation, flooring underlays, fashion, filtration, furniture, and mattress associated product markets.

"Not only does this new strategic direction make us more competitive, but it is also working to protect our environment for future generations"

"Not only does this new strategic direction make us more competitive, but it is also working to protect our environment for future generations," said Mr Carkeek.

This project has the support of the Victoria Government's Recycling Industry Strategic Plan, with a new State and Local Government procurement policy developed

to support circular products manufactured from recycled waste.

"Sustainability is on the agenda of our Government, now is the time for businesses to capitalise on the funds available and think about how they can reinvent aspects of their business to protect the environment and identify untapped market opportunities," said Mr Carkeek.

Could your business adapt to enter the circular economy? Learn more about this concept and other sustainable initiatives by visiting the ASPIRE website (www.aspire.csiro.au).

ASPIRE is an online marketplace which intelligently matches your business with potential purchasers or recyclers of your waste by-products. It saves on your disposal costs and cuts the amount of waste going to landfill. ASPIRE is a collaboration of local councils and business networks.



WHY NOT JOIN YOUR MANUFACTURING PEERS IN 2019

If you would like to learn about the latest in leadership issues, OH&S legislation; shop floor excellence; the development of young leaders and much more, SEBN offers a range of networks across various disciplines.

Our approach to networking delivers a stronger, more resilient and globally engaged business community.



SEBN has been supporting women in business since 1999 and as their role and influence in business increases, so does the demand for relevant support.

Further information contact
sebn@cgd.vic.gov.au

In2Work

As part of its Community Revitalisation project the City of Greater Dandenong is exploring ways to close the gap between the city's unfilled job vacancies and high level of unemployment.

One initiative currently being trialled is the In2Work project, bringing employers and jobseekers together to develop collaborative solutions.

The first workshop session saw five employers and 20 jobseekers

sharing their stories of job seeking and recruiting to better understand each other's needs before starting to explore innovative ways to meet them. One employer commented that it was a great opportunity to "put yourself in other's shoes" to better understand the challenges some jobseekers face.

Are you interested in participating in future workshops? Contact Jennifer Ebdon at the City of Greater Dandenong on 8571 5319 or jebdon@cgd.vic.gov.au

Ignite Greater Dandenong

Greater Dandenong's Ignite Startup Program, funded by LaunchVic, is well underway with many entrepreneurial ideas being explored. We have a growing number of budding businesses in our community which, through this program, are being nurtured and supported in their growth.

With regular workshops and masterclasses, together with individual mentoring sessions, Ignite Greater Dandenong is proving a popular program.

If you have a new business idea – or are ready to scale up, then get involved in the Ignite program.

Further information contact
ignitegreaterdandenong@cgd.vic.gov.au

SEBN's new CEO Series

SEBN's highly popular and thought-provoking Christmas Industry Breakfast speaker, Simon Waller, will explore the topic 'Why Technology Fails' at the first session of our new CEO Series on 8 March.

Designed to focus on issues that have direct impact on business leaders,

this new initiative is designed for CEOs and General Managers / Senior Managers only. As with all SEBN network groups, the CEO Series will encourage individual and collective problem solving as well as fostering interaction and collaboration, driven by its senior-level participants.

Further information contact
sebn@cgd.vic.gov.au or call Sandra George on 8571 1576.

Better the balance, better the world

The recently appointed Minister for Women, Gabrielle Williams, MP, is a special guest at this year's International Women's Day breakfast and will share her vision in this role. Keynote speaker and role model to many, Sadhana

Smiles, believes there are untapped opportunities in the business world today and encourages people to look at their own leadership opportunities and what they can contribute to make this world a better place.

This annual breakfast event is a partnership between SEBN Women in Business and the Greater Dandenong Chamber of Commerce.

To book email sebn@cgd.vic.gov.au or call 8571 1576.

INTERNATIONAL
Women's Day
8 MARCH 2019

Breakfast event
Time: 7am-9am
Location: Highways,
Springvale

Better, cheaper car parking in central Dandenong

A raft of improvements were made to parking availability and pricing in central Dandenong during 2018.

A rolling program of reducing parking fees, additional street parking spaces and extending free parking hours has provided shoppers and visitors with expanded and cheaper options, allowing easier access to all that the activity centre has to offer.

Some locations have seen the parking rate lowered to \$1 per hour and parking times have also been adjusted.

Three hour off street parking is now available in the carpark between Langhorne and McCrae Streets and at the outdoor triangle car park adjacent to Palm Plaza.

Along with the introduction of a \$1 per hour fee, an additional 25 car parking spaces were created in Dandenong's Indian Cultural Precinct along Foster and Mason streets and surrounding areas. In conjunction with reduced parking fees, this has been a boost for the Little India trading cluster.

Carroll Lane car park

Long-term parking permits are available to businesses and their employees at the Carroll Lane car park off Cheltenham Road. This is exclusive to workers in Dandenong, eliminating competition with shoppers

and rail commuters – a good way to start the working day.

Just a 10 minute walk to Dandenong's CBD, the 225 space car park is a welcome and cost effective parking alternative for workers needing an all-day parking option.

An automated licence plate recognition system enables hassle free entry and exit, along with an electronic access card as a back-up.

By April 2019 a pathway will connect the car park with central Dandenong via Dandenong Railway Station, supplementing an existing pathway via Stockman's Bridge. These and the car park are well lit and monitored by CCTV cameras.

Permits can be purchased from the Council for three, six or 12 months, priced at \$200, \$350 and \$500 respectively. Purchasing an annual permit presents the exceptional daily rate of just \$1.90 per business day. Corporate customers may also purchase permits on behalf of their staff.

A similar business-only parking permit scheme at the Balmoral Avenue car park in Springvale became fully subscribed in 2018. Get your permits before all spaces are taken.

Visit greaterdandenong.com/carrolllanecarpark to register for permits online, or telephone 8571 1000.



New single touch payroll laws

It has been described as the biggest compliance undertaking since the GST, so it is time to listen up. Single Touch Payroll (STP) reporting is a change to the way employers report their employees' tax and super information to the Australian Taxation Office (ATO). STP reporting started gradually on 1 July 2018 for larger employers, but the legislation has now extended to include businesses with less than 19 employees.

This real-time reporting model eliminates the need for Pay-As-You-Go withholding activity statements submitted throughout the year, and is generally done through accounting software platforms such as MYOB, Xero or Quickbooks. Your respective software provider can tell you more about how they offer STP reporting.

STP is preferred by the Government as it is a much more efficient way to run the taxation system, which means it costs taxpayers less. It also makes black economy activity harder because the ATO has a better idea of who is being paid what, and when. STP reporting can make things easier for businesses, particularly if the process becomes largely automated.

The ATO has said it will not force anyone to get accounting software for their reporting, but they have strongly recommended it. Businesses without digital software will need to comply with the new regime through business activity statement filings, submitted to the ATO. To make this easier, the ATO has said micro-businesses will only have to submit STP reports quarterly for the first few years.

Further information visit www.ato.gov.au/Business/Single-Touch-Payroll/

Events calendar 2019

	GREATER DANDENONG BUSINESS	CITY OF GREATER DANDENONG LIBRARIES	EXTERNAL RUN EVENTS
MARCH	8 March International Womens Day breakfast 13 March Marketing your business 20 March LEAN simulation – The Airplane game 27 March Winning government business		14 March Tax essentials for small business Kingston City Council 18 March Record keeping for small business (not GST registered) Kingston City Council 19 March Business planning essentials Monash City Council
APRIL	17 April Speed dating discussions on R&D tax, export marketing development grants and IP protection plus more! 30 April Facebook for business	8 April Financial/consumer literacy for youth	
MAY	1 May Small Business Bus – Springvale 2 May Small Business Bus, Dandenong 8 May Small Business Bus, Noble Park 9 May Small Business Bus, Keysborough 21 May Creating effective digital content		2 May CSIRO & Australian Synchronon Tour Monash City Council
JUNE		3 June Understanding the Australian Tax system 17 June Financial literacy for new migrants and asylum seekers 	5 June Single touch payroll Monash City Council 12 June Employer Essentials for small business Kingston City Council 12 June Single Touch payroll for small business Kingston City Council

Bookings, locations and further enquiries relating to these events please visit:
 Greater Dandenong Business events - www.greaterdandenong.com/smallbusinessworkshops
 Library events – Phone 1300 630 920
 External run events - please visit the respective event organisers' website.

7 Essential Characteristics of a High Performance Team

By Ian Ash, guest author.

I wonder how many readers of this article have ever been part of a high performance team? I suspect that many may well have been part of a team that produced great results or one in which team members enjoyed working with one another or perhaps one in which the team felt that they were engaged in something really worthwhile, but these things alone do not constitute a high performance team. Sure, they can be indicators of great performance but participation on a *high performance* team is a rare and very special experience.

Over the decades I have worked in a variety of different teams across a range of industries and organisations and have been privileged to have been part of what I consider a “high performance team” on just three occasions. Although each team operated in quite diverse domains, had very different objectives and unique team members, the common and consistent element between each team was a feeling of *effortlessness* and *invincibility* - stretch goals and outcomes were achieved seemingly without any real struggle, it was a genuine pleasure to be working together and there was a shared belief that there was nothing this team could not achieve.

Watch a high performance team in action from the outside (such as in sport) and the experience appears similar – a high level of confidence and self-belief in which results appear to be achieved almost naturally, effortlessly. You know when you are part of a genuine high performance team as you can both sense it and feel it.

These feelings of effortlessness and invincibility were indicators that something special was going on, but they were not the fundamental reasons why these teams were so successful. So what factors constitute a real high performance team? I have given considerable thought as to what were the common characteristics of the three high performance teams were that I experienced and derived the “Seven Essential Characteristics of a High Performance Team” as listed below.

These things do not come about easily, so I would like to elaborate on each below. It is important to note that all these characteristics need to be in place, not just a subset.

1. Solid and deep trust in each other and in the team's purpose.

There is a strong and unerring belief that the team's objective(s) is/are worthwhile and that everyone will play their part. Each person knows that they can rely on every other team member to do whatever is necessary to fulfil their specific role and provide assistance and support whenever required.

2. Everyone brings the best version of themselves.

It is not necessary that everyone performs at the same level (indeed this is virtually impossible since nearly all teams have varying skill sets, experience and abilities) but what is critical is that each team member performs to the best of their ability. High performance teams are necessarily well led. I once heard an excellent definition of leadership as “bringing the best out of yourself and in others”, so clearly high performance teams have first class leadership as an essential and integral part of their composition.

3. Roles and responsibilities are well-defined and agreed.

It is hard to over-emphasise the importance of this since a lack of clarity about who owns what leads to confusion, duplication and tasks left undone, it also compromises the ability to provide due recognition to team members. In our work as business advisors, we find this factor consistently differentiates high performing businesses from the rest.

4. Expectations and outcomes are clearly understood by everyone and people hold themselves and each other accountable through well-defined measures.

There is no substitute for clearly defined and *documented* objectives. These need to be SMART (**S**pecific, **M**easurable, **A**chievable, **R**elevant and **T**ime-specific) and are typically simply stated so that the associated measures are easily derived and

reported on by all members of the team. Mistakes are admitted and lessons learned from these.

5. Differences are embraced and respected - everyone feels free to express their feelings and ideas.

At the heart of this characteristic is respect and clear communication within a safe environment. Nothing is off-limits, but communication is open and constructive with due consideration to the way in which information is communicated.

6. The team shares common values.

Shared values are at the heart of every great culture, they define standards of expected behaviour and are the bedrock of effective relationships. As Peter Drucker states, “Culture eats strategy for breakfast”, i.e. no matter how good the strategy is, it will be resisted unless the team culture is aligned with it.

7. People have fun.

High performance is highly correlated with enjoyment since it is hard to go the extra mile if you are not having fun and your heart is not in it. Taking the time to enjoy the journey leads to a natural affinity with where the team is going.

In the work we have done with our clients on high performance teams, we have used the above as a basis for deriving quantitative (subjective) assessments of where teams felt they rated with respect to each of these elements at a particular point in time. From there we were able to work with the teams to derive the key areas on which to focus in order to drive improved team performance, and work towards the ideal high performance team.

If you would like more information on how to measure and/or create high performance teams, please do not hesitate to get in touch.

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