

Talking Business

September 2022



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Paul's Corner

I must admit, I'm a little bit excited to be seeing the first signs of Spring as I write this. This winter has been chilly and there have been many terrible colds flying around including the ongoing COVID-19 virus. I hope as we see the first signs of warmer days it puts a spring in your step.

Council is encouraging the local community to step out and support our businesses. Earlier this year our new food tour called *Off the Menu* was featured on Channel nine news. This is just one of the ways our business team has been working tirelessly to promote and support local business. You can read about the news coverage on page 4.

In this edition of *Talking Business*, we introduce a new business in town, Kafe on Hemmings, a family run business who have returned to Hemming Street, Dandenong. The family have big plans to bring the street back to the 'good old days'. You can read about this story on page 5.

We share details on pages 6-7 of the Dandenong Markets future plans which are rather exciting. The plans will ensure the longevity of the market for many more years to come.

On page 14, we provide an update on the South East Business Networks (SEBN) suite of common interest groups (CIG) including a case study on the Workplace Health and Safety CIG. We also celebrate our local manufacturers who were successful at the recent Manufacturing Hall of Fame Awards Gala.

This is just a small sample of what is inside this issue and you'll have to read further to find out more.

Please remember if you need support don't hesitate to contact the Council's Business team via business@cgd.vic.gov.au or 8571 1550.

Paul Kearsley
Director Business, Engineering
and Major Projects

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Cover: Kafe on Hemming - 86 Hemming Street, Dandenong.

Information was correct at time of publishing. Please check our website for up to date information.



Move to Dandenong puts niche manufacturer on track to meet growth goals

Factory facility at Value Heat Treatment located in Dandenong.



Raj Kumar celebrating a 15 year milestone with customers, suppliers and other stakeholders earlier this year.

A leading Australian heat treatment business servicing the manufacturing industry has relocated from Bayswater to Dandenong South.

Value Heat Treatment (VHT) provides Heat Treatment, shot peening and metallurgical consulting services to a wide range of industries including motorsport, mining, construction, gear manufacturing and the general engineering industry. VHT has been operating for over 15 years and is setting itself up to be an industry leader.

Director Raj Kumar said, “the reason for relocating was multi fold. We had a desire to base the business in the highly sought after Industrial Zone 2 area in the thriving Dandenong industrial hub.”

Businesses may require a number of permits from different Council departments to comply with planning, building, health or local laws, The Council’s business team helps businesses seek the right advice to get started.

VHT worked with Greater Dandenong City Council’s business team to ensure a smooth business permit process.

Mr Kumar continued, “Council’s business team were helpful, efficient and always accessible. They had the right personnel for each step of the compliance and planning process.”

Many manufacturing businesses, including VHT, have found the past three years challenging. In particular, the rising energy prices and lack of skilled human resources have affected the business however, the team at VHT prefer to see the positives.

Mr Kumar said, “Many of our businesses are based in Dandenong so our relocation has meant they now see reduced lead times and lower freight costs for them. We pride ourselves on providing quality services and strong relationships with all stakeholders - whether you’re an employee, customer or supplier.”

The new site for VHT is bigger than the last and will allow for growth and expansion into new capabilities, all things that were taken into consideration when planning the move to Dandenong.

VHT serves customers across Australia and around a third of the components it processes end up overseas, including the USA and Europe.

When asked about the future, Mr Kumar said, “we are committed to continuously improving our infrastructure to meet growing demand from our customers for new heat treatment services and to be an Australian leader.”

Learn more:
valueheattreatment.com.au

Did you know?

- Council can assist you if you’re looking at starting, growing or relocating your business in Greater Dandenong. Council has a dedicated business team who are here to support you.
- Fill out the online pre-application permit support service checklist to see if you will require any Council permits and a member of the business team will be in touch.

Contact us:
greaterdandenong.vic.gov.au/starting-your-business
✉ business@cgd.vic.gov.au
☎ 8571 1550

A snapshot of our Greater Dandenong tourism sector

Tourism offerings continue to strengthen across the City of Greater Dandenong, and we are pleased to share these great stories through this magazine.

If you're a local tourism operator and have a story you'd like to share, we'd love to hear from you, or if you have a tourism question, send an email to our Food Enterprise and Tourism Officer, Helen Beekmans via helen.beekmans@cgd.vic.gov.au

Off the menu food tour featured on channel 9 news.

Did you see our local Springvale businesses featured on the Channel 9 News recently? The business team worked hard to promote this new food tour called *Off the Menu* where adventurous guests experience a degustation of various cultural foods which you'll never find on a western menu.

Allan Raskall, a veteran journalist, covered this news story which was also shared across social media channels. Mr Raskall has two decades experience covering some of this country's biggest stories.

The *Off the menu* walking food tour is the newest food tour in the suite offered by Council supporting our local business community. The tours also provide a great way to promote Greater Dandenong as a place to **eat, see and shop**. It is also a great idea for businesses seeking a team bonding exercise. You can arrange a private tour by contacting Council.

Learn more:
greaterdandenong.vic.gov.au/food-tours



Allan Raskall taste testing items on the menu in Springvale.

Daisy Cheema, Founder of Masaya Angels.



Lonsdale Street welcomes Masaya Angels



During the ongoing COVID-19 pandemic, many people picked up new hobbies, or had time to enjoy existing hobbies during the numerous lockdowns Melbourne faced since 2020. For Daisy Cheema the pandemic gave her time to plan her next business move incorporating her love of fashion by starting her own boutique Indian clothing business. Throughout 2020 Daisy worked tirelessly to come up with her business plan, perform market research and locate the best place to open her business. In November 2021, Masaya Angels was born and the doors opened at 277 Lonsdale Street, Dandenong.

Ms Cheema said, "I really wanted to create a space where I could sell beautiful designer clothing in a warm and inviting environment. My customers love coming in here with their mums, aunts and friends to shop."

Masaya Angels stock day-to-day wear right up to hand embroidered

bridal wear as well as jewellery and shoes. "We have our own factory located in India where we make our handmade bridal outfits with a soon-to-be released exclusive line of bridal clothing. This is a point of difference I am really excited to offer," Ms Cheema added.

"I chose Dandenong because it is the 'go-to' suburb to find Indian shops. My core customer base is here and my vision is to modernise the way we shop for Indian clothing which is why I've invested into this shopfront," Ms Cheema said.

Ms Cheema also understands the ever-changing landscape and whilst she loves her bricks and mortar store she has an online presence for those who wish to purchase clothing from the comfort of their own home.

► **Where:** 277 Lonsdale street, Dandenong.

Learn more:
masayaangels.com

A place of business steeped in family history



Hemmings Street Neighbourhood Shopping Centre is one of the larger sized neighbourhood shopping areas in Greater Dandenong and is located approximately 1.2km to the west of the Central Dandenong Activity Centre. It consists of 23 shopfronts between no. 60-118 Hemmings Street.

At 86 Hemming Street there was once a family run hardware store which has recently had a facelift swapping hardware tools for tasty treats. Kafe on Hemmings is the newest local place to grab a bite to eat and enjoy a barista crafted coffee in Dandenong.

This new business venture marks the return of the Chatgoglou family who have had a love affair for this street since the 60s. Nick Chatgoglou started out at 108 Hemming Street running the Dandenong West Fish and Chip shop between 1960-1990, before selling the business and joining his son Chris Chatgoglou, to run the local hardware store. They ran the Dandy West Hardware store for an impressive 20 years (located at 86 Hemming Street).

After selling the business in 2000, the business only recently succumbed to the pressure of big business competition and closed. As a result, the building (still owned by the Chatgoglou family) remained vacant for a number of years.

Enter the third-generation family member, Leah, Chris' daughter. Leah decided it was time to transform the building and breathe new life back into it and hopefully the street itself. It has taken a year and a half of hard work to transform the place into 'Kafe on Hemmings' an inviting place to grab a bite to eat or coffee for breakfast, brunch or lunch.



Leah Chatgoglou, owner of Kafe on Hemmings.

"This street, this community and the town itself have given my family so much over the years. We really wanted to do something special with this place once more."

When asked about the investment Leah will tell you a lot of hard work and money went into bringing this place up to scratch but it is a project Leah and her family are extremely proud of.

Leah said, "...it is what this place deserved. This street, this community and the town itself have given my family so much over the years. We really wanted to do something special with this place once more."

Leah's business is still very much a family affair with her father, Chris, and mother Toula assisting in the operations. "Dad loves meeting with the customers as it takes him back to the 'good old days' of working in both the hardware store and fish and chip shop. Mum plays referee – offering emotional support for the family when dad and I disagree on decisions!" Leah said.

The family strongly believe in buying and supporting local. This is demonstrated in a number of ways including stocking local Bojak Brewing craft beer. Leah stated, "We are fully licenced and I think we can all agree it's one of the best craft beers in Dandy! Our signage was done by Bennett Signs Dandenong, some of our produce including our eggs come from the Dandenong Market and we use the local IGA who supply newspapers and some of our groceries. We are always looking for local suppliers."

► **Where:** 86 Hemming Street, Dandenong

Learn more:
kafeonhemmings.com
 @kafe_on_hemmings
 @kohdandy



There are so many adventures to be explored in **Greater Dandenong**



Future plans for Dandenong Market



Dandenong Market has been the heart and soul of the city for more than 150 years. Home to more than 200 family-owned businesses, the Market offers a rich and vibrant shopping experience where people can engage in a shared cultural exchange. The ongoing COVID-19 pandemic has disrupted traditional shopping behaviour and is proving to reshape retail as we know it.

The future plan for the Market draws on analysis completed over several years. Ms Jennifer Hibbs, General Manager, Dandenong Market said, “These exciting changes ensure the Dandenong Market provides an engaging customer experience while remaining true to its traditional working market roots and continues to remain relevant.”

The future plans will evolve over time in response to emerging consumer and retail trends as well as customer feedback.

Some of these exciting changes includes:

Improving the overall mix

Maintaining a critical mass of traders remains a priority to ensure competitive pricing and offer a breadth of options which customers have come to expect at the market. This also increases the visitor attraction beyond the local community making it a destination for the whole region.

Updating the Fresh Food layout

The fruit and vegetable offer is the Market’s strongest anchor. The Market has identified there is still

plenty of opportunity to improve the customer experience in one of the most popular areas of the Market.

Improving the Meat & Fish Offer

The Meat Hall is extremely busy at peak times and requires a little tweaking to improve the traffic flow and range. This will greatly improve the customer experience.

Expanding the Pantry

There is a real opportunity to strengthen the Market’s reputation for being a culturally diverse market and create a genuine point of difference to Melbourne’s other markets and food precincts. There is also an opportunity to increase the representation of eastern European deli-lines, Afghani, Middle Eastern and Indian specialty foods all of which are likely to appeal to our



theatre of food becomes part of the customer experience with colour, movement and the aromas of cooking adding a layer of authenticity to the food offering.”

Reimagining the Bazaar

“Our vision for The Bazaar is a space which provides a bright, vibrant, and memorable customer experience with a sense of exploration, discovery and whimsy; an eclectic mix of goods not normally found together in one place that caters for hobbyists, enthusiasts, those with special interests and the child in us all,” Ms Hibbs said. “We aim to improve the permeability from Market Square to The Bazaar, blending the food and general merchandise offers and improving the overall customer amenity and experience.”

Adding a Family Zone

This process has already begun when the Market installed a large-scale playground in The Bazaar. This was done to anchor the space and support a new, yet to be created, children’s retail precinct. “To complement the playground, we are on the lookout for a new food kiosk to further strengthen the attraction of the playground for family shoppers and help anchor the new children’s retail precinct in this corner of The Bazaar,” Ms Hibbs said. “This is an important initiative for the Market as 30 per cent of all Market customers are regularly shopping with young children.”



“To complement the playground, we are on the lookout for a new food kiosk to further strengthen the attraction of the playground for family shoppers and help anchor the new children’s retail precinct in this corner of The Bazaar.”

- Ms Hibbs,
General Manager,
Dandenong Market.

current customers and to the wider foodie audience of the market. It also provides an opportunity to incorporate a greater representation of locally produced artisanal foods that reflects the interests of new audiences.

Emphasising the Market Square experience

In recent years, the Market has developed a reputation as a place to find an interesting and unique range of authentic street foods. “We propose expanding the Market’s hawker food offer and integrating Market Square into The Bazaar shopping precincts,” Ms Hibbs explains. “The intent is to create an authentic street food precinct where ready to eat foods, cook serve options and open kitchens make food the hero and the

Starting up night time economy

The opportunity to better use the site and activate the Market precinct in the evenings is something that not only benefits Dandenong Market but the Dandenong community as a whole. “With hawker food now a core component of the Market’s retail offer, extending activity into the evenings is important to ensuring our hawkers’ ongoing viability so we’ll be relaunching the Night Market in January 2023,” Ms Hibbs explained.

The future is bright for Dandenong Market and all parties – customers and traders have a lot to look forward to.

Learn more:
info@dandenongmarket.com.au
dandenongmarket.com.au





Mayor, Cr Jim Memeti and ASRC CEO Kon Karapanagiotidis (Right of Mayor) at the Refugee Resource Hub opening.

Refugee Resource Hub now open



Support for local people seeking asylum and refugees has a bright new home in Greater Dandenong.

The Refugee Resource Hub powered by the ASRC (Asylum Seeker Resource Centre) recently opened in Thomas St, Dandenong.

You can't miss the bright yellow building, nor can you miss the positive vibes coming from the hub, which is a place of welcome, community and support for people seeking asylum and refugees living in Melbourne's south east.

The ASRC started 21 years ago as a TAFE project about food security. Headed by founder and CEO Kon Karapanagiotidis OAM, the ASRC has since grown in response to the needs of the people.

The organisation stresses the people it supports don't need a hand out, they need a hand up.

The Refugee Resource Hub aims to do exactly that, providing material aid, healthcare, legal aid, a foodbank, counselling, education and employment services.

At the opening of the hub Mr Karapanagiotidis said the brand new centre was a beautiful welcoming space for all.

"I want to say to refugees and people seeking asylum, 'You are welcome, you are seen, you are loved and you are home'."

One of the key services offered by the hub is pathways to employment. The hub employs an employment partnership co-ordinator who can

support small and large enterprises to place people seeking asylum into stable and meaningful employment across industries including warehousing, logistics, construction and hospitality.

The hub is calling on local businesses to give super skilled, super passionate people a position and help them take their first steps towards their new life.

The Refugee Resource Hub powered by ASRC welcomes all members of the community and businesses to discover the work they are doing and to find out more about getting involved.

Learn more:
205 Thomas St, Dandenong
refugeeresourcehub.org.au

Victorian business on notice as single-use plastic ban looms

The Victorian Government is flagging the ban of specific single-use plastics from sale or supply across the state from 1 February 2023. To reduce plastic pollution, items such as straws, cutlery, plates, drink-stirrers, expanded polystyrene food and drink containers and cotton bud sticks will not be permitted for single use in the state.

This will apply to items that are made from conventional plastic and degradable and compostable plastics

such as bioplastics. The ban will be enacted by regulations.

The Department of Environment, Land, Water and Planning (DELWP) has encouraged businesses to start preparing for the ban now by:


- considering alternative reusable items or single-use items made from materials such as bamboo, wood or paper
- running down stocks of banned items, and not ordering more

- avoiding the items that will be banned.

Single-use plastic straws will remain available for people who need them due to a disability or for medical reasons. The Victorian Government considered feedback received during public consultation earlier in the year, with regulations to be finalised soon ahead of the ban in February 2023.

Further guidance on the ban will be available once regulations are finalised.

Dandenong-based Bubs Australia attributes growth success to its location

 Baby formula maker Bubs Australia has shipped 27.5 million bottles of formula since May to meet the United States' shortage.

Current Chief Executive, Kristy Carr, started Bubs Australia 17 years ago, concerned about good nutrition for her three bubs at the time. The business launched from her kitchen with Australia's first range of organic pouch baby food to be sold in supermarkets. Since moving to Dandenong in 2019, the business has scaled up to produce 30,000 cans of additive-free baby formula a day.

Chief Operating Officer, Richard Paine, said the unexpected opportunity from the US Government's Fly Formula programme put Bubs Australia back on a growth trajectory after the supply-chain challenges COVID posed.

"Being a smaller company with a lean management structure, we were able to respond quickly and became one of the first to lodge our request for



Chief Executive of Bubs Australia, Kristy Carr at the Deloraine factory warehouse in Dandenong South.

enforcement discretion with the FDA [Food and Drug Administration] and get approval," Mr Paine said.

"And being in Dandenong, which is extremely well connected and an engine house for manufacturing in Victoria, we're able to get our shipment on trucks and to the airport quickly."


Mr Paine said although the company's recent success in the US market had solidified its pathway into the market,

China and its domestic Australian markets remained a priority also.

"New product development has always been something we've remained dedicated to, and we're constantly finding ways to improve. We're really proud of what we've been able to achieve from modest beginnings."

Learn more:
bubsaustralia.com

Ignite program participants explore possibilities at Dandenong Market

 Market research is an invaluable tool for all businesses. It can help you understand the current climate, identify gaps and potential customers. It also allows the chance to scope out who your competitors are, what they are offering and determine what your point of difference will be.

The Greater Dandenong Ignite Program, a program designed for those looking to start or grow their new business, recently completed an exercise in market research when they visited the Dandenong Market and participated in a tour. The aim of the outing was to explore the market offerings, meet with local traders and gain insights into potential avenues for selling their future goods and services.

The tour included seven participants and one of the program mentors, Alex Sy. The day kicked off with an introduction to the Market by General Manager, Jennifer Hibbs, followed by a tour with one of the Market's expert Tour Guides. Participants were treated to food samples and were able to ask questions along the way with Mr Sy and stall holders.

At the time of publishing, one of the participants was in the process of discussing the opportunity of opening a stall at the market an idea they hadn't previously considered.

If you're considering starting a business the Ignite Program might be the perfect pathway to help you take the step in the right direction. The program includes:

Workshop series – consisting of six sessions to help you understand what you need to do to start a business.

A masterclass series – run by business experts who share their own experiences and offer tips and tricks.

Private mentoring – is offered with a business professional which allows tailored business advice specific to your needs.

The program is free to participate and open to anyone looking at starting a business in the Greater Dandenong municipality. Applications for 2023 will be opening soon.

Learn more:
greaterdandenong.vic.gov.au/ignite-program



New small business tax time toolkit for 2022 released

The ATO has recently published their small business tax time toolkit for 2022 to help businesses throughout the year.

The toolkit includes:

- A directory of links to useful information, tools, calculators, learning resources and other support and services
- Fact sheets on:
 - » home-based business expenses
 - » motor vehicle expenses
 - » travel expenses
 - » claiming a tax deduction for digital product expenses
 - » using business money and assets
 - » pausing or permanently closing your business.

Primary producers can also find a link to the following fact sheets under the 'small business guides' section of the toolkit:

- » landcare and riparian maintenance – expenses
- » prevent and prepare for fire emergencies – expenses
- » tree farming (forestry operations) – income and expenses.

Learn more:

ato.gov.au/SBtaxtimetoolkit

Collaborating for defence success

While it was the historical norm for Australian businesses to remain independent and private, two local manufacturers have joined forces to take on the defence industry.

Campagno Engineering and Glyde Metal Industries are near neighbours in Zenith Road, Dandenong South. The two businesses have maintained a relationship of over 25 years before mutually recognising they could access other opportunities by working in collaboration, particularly in the defence supply chain.

Steven Ullness, Business Development Manager for Campagno Engineering, describes their aptly named Zenith Group as a unique collaboration.

Mr Ullness said, "We realised being just a machine shop or just a metal fabricator meant limited opportunities for participation in the defence supply chain – and resources are typically limited for small-medium enterprises (SMEs)".

"At Zenith Group, we can respond to work packages and complete projects in full, quoting more parts. This elevates our value proposition well above that of individual SMEs."

This alliance has earned Zenith Group a series of keynote speaker invitations nationwide to share their experience of how SME'S can enter the defence supply chain. This has included the Office of Defence Industry Support (ODIS) and South East Melbourne Manufacturers' Alliance (SEMMA).

The COVID-19 pandemic has forced many local manufacturers to evolve to a set of constantly changing conditions, Mr Ullness saw the



From left to right: Mark Wood (Zenith Group/Glyde Metal Industries), Sean Farrell (Australian Defence Alliance - Victoria), Steven Ullness (Zenith Group/Campagno Engineering) attending an event.

opportunity to extend Zenith's collaboration to their supply partners – joining forces with BlueScope Distribution to mitigate risk through supply chain certainty.

"It's essential to obtain a flexible and responsive supply chain partner with support services aligned to your projects," Mr Ullness said.

Their newly raised profile has also gained the attention of the Victorian Government, who have invited Zenith Group for the second time to exhibit at their state sponsored pavilion at Land Forces 2022 in Brisbane.

A passionate advocate for collaboration, Mr Ullness said, "I strongly believe likeminded local businesses can achieve more when working together".

"Collaboration between stable, proven and successful businesses enhances the opportunities for all parties. My advice to businesses considering defence is to play the long game - invest in the long term and have the patience to jump the defence supply compliance hurdles."

Learn more:

semma.com.au

zenithgroup.net.au



Changes to superannuation

SUPER GUARANTEE RATE

↑ 0.5%

This financial year, there are important changes which will affect the way Australian employers pay their employees.

On 1 July 2022, the super guarantee (SG) rate increased from 10 per cent to 10.5 per cent. This is in line with the Federal Government's current schedule to increase the SG rate by 0.5 per cent per year until it reaches 12 per cent.

The \$450 SG eligibility threshold was removed. This means you must pay super to most employees, regardless of how much you pay them.

Please note other eligibility requirements for super remain in place. For example, workers under 18 must still work at least 30 hours a week to be eligible.

Learn more: ato.vic.gov.au

Four ways to give back in business



When you're in a position of power and you're able to give back to help a person or group of people it is a great feeling. When businesses take this opportunity it is often seen as a win-win scenario, it is good for the community and good for business (creating positive brand perception). However, in today's highly perceptive and socially aware world where everything is under the microscope, a business must be mindful of how they execute giving back exercises - it must be authentic and not a token gesture.

So, how can this be achieved?

Partnerships: Help other organisations reach their purpose.

Partnerships are a great way to give back to the local community you work in. To achieve this, you need to understand the purpose and passion of the organisation and then help fill that gap.

Case study: APOD is a membership base platform created by a veteran family, for veteran families. A leading online platform to help Australian veterans access benefits in one place.

The platform works with businesses of all sizes to deliver exclusive offers to serving Australian Defence Force personnel, reservists, allied forces, veterans, and their immediate family members. It enables a small way for businesses to give back to veteran families.

APOD's Partnerships Manager, Luke Read explains, "We understand when someone serves, their whole family serves. It is a big sacrifice. We wanted to create a platform that gave people the opportunity to say thanks for this commitment."

Many of our local Greater Dandenong businesses have opted to give back to this deserving cohort of people via this membership program including:

- Beaufort
- OPSM
- Serenity Funerals
- Big Swing Golf
- Connect Hearing

- Quest Apartments
- Comfort Hotels
- Forty Winks
- Amart Furniture
- Ex Phys
- Betta Home Living
- GJ Trans Training
- Purple Line
- Samios Plumbing
- Nightcap hotels - Keysborough Hotel and Waltzing Matilda Hotel
- Aussie Disposals
- G&R Maintenance
- Man Cave Workwear

Local optometrist OPSM are one of these local businesses who use the APOD platform. OPSM Optometrist Lucas Lister said "...we value our partnership with APOD as it has provided us a great avenue to promote eye health to our defence community and their families. In supporting APOD, OPSM is able to deliver eye care services to a very important and deserving group."

Donate a portion of proceeds.

Create a special rate for your product or service that gives a portion of the fee back to a charity of your choice. One idea is to select charities or community groups that are in your local area.

Case study: Last issue we ran a story on the Kindness Project where we learnt of some local businesses doing great things. One such example was Melbourne Cable Park who have incorporated a pay it forward initiative into its online sales. When customers purchase tickets to the aqua fun park, they can also purchase a \$5 hot meal for a disadvantaged person or contribute financially to the Kindness Community.

Hire, source and invest locally.

The best way for business to support its local community is to incorporate the community into company ethos and protocols. This can be achieved in a variety of ways, such as giving local suppliers a higher weighting in your tender process.

Case study: The Sandown Community Support Fund (SCSF) provides support for groups within

the Greater Dandenong community. Sponsored by Greyhounds Entertainment and Sandown Greyhound Racing Club, the SCSF enables non-profit clubs and groups to continue their excellent work within the community by supplying financial support through grant funding. The fund helps non-profit organisations deliver projects and services which drive our local community.

"It is an honour to work alongside local clubs to help enhance the wider community," said Adrian Scott, CEO of Sandown Greyhounds.

Lead or sponsor a fundraiser.

If you're short on time and resourcing, you can give back via a clothing, food, or book drive which staff can donate items to and a local community charity group can distribute.

Alternatively, if you have the time and resourcing you could host an annual fundraising event with proceeds going to a nominated worthy cause through a gala, sporting or music event.

Case study: The City of Greater Dandenong through its business networking unit South East Business Unit (SEBN) and together with key corporate sponsors - KPJ Group, Grenda Group, Telstra Business Centre - Melbourne South, Erntec, Dandenong Nissan and Kia, hold an annual afternoon of golf followed by dinner and a charity auction to raise funds for local beneficiaries.





In this issue of *Talking Business* we hear from the Greater Dandenong Chamber of Commerce on how they continue to support local businesses and help them stay connected.

Save the date

South East Business Awards

The Greater Dandenong Chamber of Commerce has focused on increasing its benefits for members in 2022. This year the Chamber has been keen to see members utilise new service offerings, access channels to connect and use the promotion opportunities offered.

The South East Business Awards Gala Night is coming up on 13 October which is another fantastic opportunity to celebrate local business. President of the Greater Dandenong Chamber of Commerce, Lisa Moore said, "The awards are an opportunity for businesses to reflect on all they have achieved to celebrate their success in front of family, colleagues and peers and to have the calibre of their business recognised."

The program is open to businesses within and beyond the boundary of Greater Dandenong. This year there are new award categories, and more opportunities for nominees and sponsors to generate immense exposure from participating in this program.

Over the course of the year members have also had access to:

A range of digital tools

Including webinars and blog articles on commonly asked business questions.

Chamber Connect

A free online platform for support, best practice, peer-to-peer connections and opportunities for business with over 1,000 members.

Monthly Networking Events

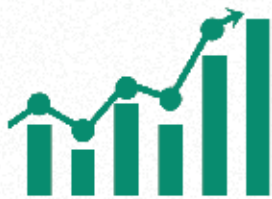
Highly popular networking events hosted by local businesses.

Best Business Lunch Series

The event series was designed to educate and inform on best business practices. Each month the Chamber provide lunch, networking and a guest speaker who presents on a current business topic.

Learn more:

greaterdandenongchamber.com.au



30+ new businesses
joined in 2022



17 free online webinars
to help your business



14 online exclusive
member resources



15 events
organised for 2022



300+ networkers
joined us at events



Countless
connections made

Food Allergen training for small to medium manufacturers

In collaboration with the Knox City Council and the City of Kingston, Council produced a seminar for small to medium manufacturers to help better understand allergen risks. This seminar was recorded and available for free via Youtube.

Watch: <https://bit.ly/Foodallergenvideo>

There are other free training programs to help you and your business understand allergens.

All About Allergens is not an accredited course but a helpful learning tool to get you started.

foodallergytraining.org.au

'Dofoodsafely' is another great online learning program created by the Department of Health Victoria and proudly supported by

Queensland Health, South Australia Health and Tasmania Health. It is a free, online non-accredited training tool which is designed to help food handlers understand how to safely work with and handle, food in a business. This is available in different languages.

dofoodsafely.health.vic.gov.au

Changes to the Food Act

The Food Act 1984 is currently undergoing a range of changes which include food safety programs, the risk classification system and registrations.

Learn more:

health.vic.gov.au/food-safety/changes-to-food-business-classifications-and-regulations

Liquor Control Victoria the new body to oversee liquor licensing and regulation in Victoria

As of 1 July 2022, all liquor licensing and regulation matters have transferred to Liquor Control Victoria (LCV).

This transfer of power is the final step in separating the regulation of liquor and gambling in Victoria. The changes form part of the response to the Royal Commission into the Casino Operator and Licence and will allow for improved regulation of gambling and casino operators in Victoria.

The Victorian Gambling and Casino Control Commission (VGCCC) was established 1 January 2022 as the dedicated body to regulate gambling. The VGCCC has regulated liquor in the six months that followed but power has now transferred to LCV.

To allow for a smooth transition, liquor licensees can continue to direct their enquiries to VGCCC however future communication will come from Liquor Control Victoria.

Website vgccc.vic.gov.au

Phone 1300 182 457

Email contact@vgccc.vic.gov.au



Newsletter for the food industry

Council have a food industry related newsletter which is sent out quarterly under the name 'Flavours'. You can find the latest edition on our website.

Read the latest edition: greaterdandenong.vic.gov.au/publications/flavours-newsletter-food-industry



Why not join your peers in a manufacturing network?

We share with each other and learn from the best!

SEBN Network Groups | Roundtables include:

- Manufacturing Leadership
- Workplace Health & Safety
- South East Quality Network
- Manufacturing Xcellence
- Developing Leaders
- Waste | Sustainability
- Export | Globalisation
- CEO Mentoring Program

Groups meet monthly and are open to all manufacturers across the region.



SEBN Women in Business

Embrace the opportunity and get involved in SEBN's women in business activities:

SEBN's Women in Business network program for 2022 continues across four key themes of Connection | Communication | Personal Brand | 'Out of the Box'. **Join now – sebn@cgd.vic.gov.au**

Showcasing Women in Business Event Series featuring special guest speakers who have achieved success in their field of business.

For further information please contact sebn@cgd.vic.gov.au

Once again manufacturing shines!

Our feature article on Chobani and the summary of the Victorian Manufacturing Hall of Fame Awards once again celebrate this region's significant manufacturing capability.

We congratulate all winners and nominees for this year's Awards in what is a \$30 billion industry that supports more than 260,000 jobs across Victoria – the engine of manufacturing in Australia.

SEBN's suite of common interest groups (CIG) are designed to support and strengthen capacity and capability by bringing people and companies together to share experiences and expertise and learn together through the diversity of speakers, case studies and topic experts that we bring to the table.

One topic addressed this quarter in the Workplace Health & Safety CIG explored the predictors of injury recovery. The group left the

session with much to take back to the workplace on this and manual handling. Dr Melinda Wassell reported only around 20 per cent of a patient's health outcome relates to the clinical care they receive, the rest relates to modifiable factors such as social, environmental and health behaviour. "If we think it's the responsibility of the health practitioner to manage employees' injuries, we are missing opportunities to be proactive about employee recovery" Dr Wassell said. Dr Wassell went on to say whilst some predictors are non-modifiable, such as increasing age, most predictors are, such as fear of re-injury, workplace culture, etc - all factors that managers and supervisors can impact with effective training.

If you're not yet a network member (no cost) email sebn@cgd.vic.gov.au
Sandra George

GAMECHANGE Shaping a local employment strategy

Following on from the June edition, Council hosted more than 50 representatives including employers, jobseekers, service providers and government representatives at the GameChange roundtable designed to reshape local employment. A thriving local economy that meets the needs of employers and provides residents with secure, meaningful employment, requires a shift in mindsets of all pieces of the jobs and skills system puzzle.



Priorities raised included:

- a central employment hub
- improved communication and collaboration to navigate the system
- workplace flexibility and targeted training designed for and linked to employment opportunities
- better ways for those currently experiencing disadvantage to pursue pathways to employment.

Contact gamechange@cgd.vic.gov.au if you would like to be involved.

Note: GameChange is an initiative of the state government-funded Community Revitalisation program, being delivered through Council's SEBN team.



Chobani opens innovative new facility in Dandenong South

Innovative food brand Chobani officially opened its new warehouse and office facility in Dandenong South earlier this year reaffirming its commitment to local manufacturing.

Speaking at the opening, Chobani Australia Managing Director, Lyn Radford, said the new warehouse allowed it to achieve its long-term plans to continue expanding the business beyond dairy.

“In 2018 we were hitting some walls across capacity in the business and thought the only way forward was with a new factory. Dandenong South has been our home since day one, so we are excited to continue to be a part of this thriving local manufacturing hub.”

According to Ms Radford, 96 per cent of Chobani’s spend is on Australian suppliers and the facility accommodates 250 multicultural staff.

With Chobani renowned for its imaginative food creations, the new facility also includes a research and development centre for product innovation that conjures images of a Willy Wonka factory. Built in conjunction with developer

Aliro Group, the new 21,000 sqm warehouse backs onto Chobani’s existing production site, consolidating operations from four sites into one.

Feed the world

Hamdi Ulukaya, the inspiring founder and United States-based global CEO of Chobani, attended the event and said the company was committed to making a difference to the food system in Australia.

“Access to good, nutritious food should not be determined by what income you have and where you live in society,” Mr Ulukaya said.

“Businesses have an enormous responsibility. Making money for shareholders is yesterday’s garbage; today, businesses have a responsibility to all stakeholders.”

Chobani is a long-standing supporter of food relief charity Foodbank and recently developed a brand-new yoghurt, ‘Fruit for Good’, with 100 per cent of the profits being donated to the charity.

According to Foodbank Victoria CEO, David McNamara, Chobani’s new facility provides more opportunities to get healthy food to people who need it.



More than 700 people celebrated the breadth and depth of this state’s manufacturing capability at the 20th Victorian Manufacturing Hall of Fame Awards. A partnership between the Victorian Government and the Victorian Chamber of Commerce and Industry, the outstanding achievements of both businesses and individuals across the industry were recognised.

Proudly sponsored by SEMMA, winners based here in the southeast of Victoria included:

Nissan Casting Australia

Leader in Global Supply Chain Partnerships

Amaero Additive Manufacturing

Small Manufacturer of the Year

Planet Innovation

Large manufacturer of the Year and Outstanding Responsiveness to Covid-19

Coolon LED Lighting

Leader in Industry 4.0

Benjamin Cheng from Eagle Lighting Australia was Young Manufacturer of the Year and Andrea Del Ciotto from Osteon Medical in Mulgrave was Woman Manufacturer of the Year. Patrick Boland and Pat McCluskey from ANCA were inducted onto the Honour Roll for their services to industry.

Work Local Greater Dandenong - Your free online recruitment tool

Why not try recruiting through Work Local Greater Dandenong which is funded and supported by Council and free for all local employers to:

- advertise vacancies
- recruit locally
- an option to push your job ad out to the broader Melbourne community

- access the program via mobile or computer.

It takes just a couple of minutes to register and post an advertisement.

Learn more, visit the website:

worklocalgreaterdandenong.com.au

Contact SEBN for assistance and further information:

sebn@cgd.vic.gov.au



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- Springvale Fresh
- Off the Menu



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