



AgENDA

**'Bishops Parlour', Abbotsford Convent, 1/3 St Heliers St, Abbotsford VIC
Thursday 29 February, 8am – 10.00am
Topic: Welcome, 2024 Focus, General Business**

Co-Chairs: Councillor Cr Herschel Landes & Cr Michael Glynatsis

	<p>“Yarra City Council acknowledges the Wurundjeri Woi Wurrung people as the Traditional Owners and true sovereigns of the land now known as Yarra. We also acknowledge the significant contributions made by other Aboriginal and Torres Strait Islander people to life in Yarra. We pay our respects to Elders from all nations here today—and to their Elders past, present and future.”</p>	<p>Chair</p> <p>8.00</p>
	<p>Apologies</p> <ul style="list-style-type: none"> - Luke Phillips, James Richardson, Matthew Kovacs, Jeremy Ellis, Kevin Tjangdjaja 	
1.	Declaration of conflict of interest	Chair
2.	Actions arising from previous meeting & adoption of mins	Chair/Simon
4.	<p>Welcome - 2024</p> <ul style="list-style-type: none"> • What are the two biggest challenges over the last 3 months? • From a businesses sense, what are you most excited about for 2024? • If you were Mayor for a day, what 2 things would you implement? 	<p>Simon Osborne</p> <p>8:20 – 9:00am</p>
5.	<p>Eco Dev Update</p> <p>A highlevel discussion on the teams focus, and also touching on upcoming strategies and engagements that have a business impact/focus</p>	<p>9:00am – 9:20am</p> <p>Simon Osborne</p>
6.	<p>General Business</p> <p>An opportunity to discuss any general business matters, and to float topics for the next meetings.</p>	<p>Chair</p> <p>9:20 – 9:40am</p>
3.	<p>Abbotsford Convent</p> <p>An introduction to the Convent, its history, and how it plays a major role in supporting Yarra’s creatives, and more broadly the Yarra Community</p>	<p>Kristy Foulcher – Event & Venue Hire Manager</p> <p>9:40 – 9:50am</p>
7.	Meeting close – Next meeting 23 May	Chair

Yarra City Council

Business Advisory Group

Meeting minutes

Meeting number 4 of 4 – 2023

Date: Thursday 29 February 2024

Time: 8am to 10am

Location: 'Bishops Parlour', Abbotsford Convent

Attendance:

First Name	Initial	Business Name
Present		
Cr Herschel Landes	HL	Yarra Councillor
Cr Michael Glynatsis	MG	Yarra Councillor (Chair)
Sam Rush	SR	HANDSOM
Shane Hryhorec	SH	Push Mobility
Paula Glynn	PG	PixelStorm
Sebastian Pasinetti	SP	Oko Restaurant
Freya Berwick	FB	Sense of Self
Helen Haines	HH	Dollars and Sense Consulting
Apologies		
Kevin Cahya Tjangdjaja	KC	Makmur Enterprises
Jeremy Ellis	JE	LaunchPad
Luke Phillips	LP	Into Coffee
James Richardson	JR	Optimising
Matthew Kovacs	MK	Ventia
Nick Campbell	NC	Local Brewing Co.
Guest		
Shelley Woolcock	SW	Yarra Council
Simon Osborne	SO	Yarra Council
Eliza Henty	EH	Yarra Council
Absent		
Xue Zhou	XZ	Addict food and coffee

	Action/Update
<p>1. Acknowledgement of Country</p> <p>Yarra City Council acknowledges the Wurundjeri Woi Wurrung people as the Traditional Owners and true sovereigns of the land now known as Yarra. We also acknowledge the significant contributions made by other Aboriginal and Torres Strait Islander people to life in Yarra. We pay our respects to Elders from all nations here today—and to their Elders past, present and future.”</p>	
<p>2. Apologies</p>	
<p>3. Declaration of conflict of interest</p> <p>None</p>	
<p>4. Actions arising from previous meeting and adoption of minutes</p> <ol style="list-style-type: none"> 1. Minutes adopted. 2. SO thanks everyone for attending – notified that there are only 3 meetings for 2024 due to Council Meetings 	
<p>5. Challenges, opportunities and ‘What would you do if you were Mayor for the day?’</p> <p>SO: What Challenges are facing your business, sector, industry or geographic area?</p> <p>Helen Cash flow is biggest challenge for clients across all industries. Invoices not getting paid</p> <p>Cr Landes: Sales are down or overheads are high</p> <p>Helen: combination of both.</p> <p>Cr Landes: Can’t recover expenses in sales</p> <p>Sam: from a fashion retail perspective. Post covid boom which has now burst. Businesses are stuck with excess stock therefore customers expecting sales</p> <p>Paula: e-businesses experienced a very bad Jan which is unusual</p> <p>Shane: Adelaide venue, promo ticket are being used to fill venues. People are losing money to run events</p> <p>Cr Landes: Stock inventory, debt levels, stock turns, reserves that businesses now don’t have</p> <p>Helen: ATO debts for clients are creeping up. ATO debt is being recovered</p> <p>SO: people borrowed to keep open which is impacting businesses now as they must pay back Value add rather than discounts needs to be mindset of businesses</p> <p>Cr Landes: It’s a good opportunity to review your whole business model. Cost to deliver product need to be reviewed</p> <p>Helen: yes, cost reviews very important</p> <p>Paula: Temu have flipped e commerce undercutting price</p> <p>Shane: Adelaide Bar Shane owns building so he can just pause close business Expect lots of businesses to close after warmer weather Wanting Council to identify issues for businesses and look at support. Shane has developed a motion to look at economic environment and what can be done</p> <p>Cr Landes: Council is the same position as businesses financially</p> <p>There are responsibilities on the business to review costs</p> <p>Shane and Paula: businesses who are very competent are in difficult situations even after reviewing their business practices</p> <p>Cr Landes: Shared a story of being creative. Kiosk in shopping centres case study</p>	

	Action/Update
<p>Freya: Customer expectations are high due to economic environment but service industry are dealing with it. Sam: Big business will take anything back etc Which impacts small business</p> <p>Freya: the digital threat, I will go online and impact your business</p> <p>Sebastian: Measuring customer satisfaction against staff morale and impact on business</p> <p>Cr Landes: the best salespeople can deal with angry customers</p> <p>Sam: train staff and staff retention</p> <p>SO: If you were Mayor for the day, what would you do? Shane:</p> <ul style="list-style-type: none"> • Improved accessibility for businesses via grants program • Parking of scooters to allow for accessibility • Public program for supporting and be kind to small business • Survey on current situation for businesses • Motion for Council to review • <p>Cr Landes: The BAG doesn't have ability to raise a motion</p> <p>Shane: Can we advise Councillors to please bring a request from the group to an upcoming Council meeting</p> <p>Cr Landes: Minute advice to Councillors to submit as a delegates report at an upcoming Council meeting.</p> <p><i>We advise that the City of Yarra conduct an immediate survey into the economic well-being of local businesses amidst the ongoing economic crisis. This survey could analyse the challenges faced by businesses and explore potential opportunities and relief measures that the City could offer to alleviate their challenges. We suggest engaging stakeholders, presenting findings, and recommending possible solutions to the City Council for prompt implementation, thereby fostering the greater resilience and vitality of our local economy.</i></p> <p><i>7 People voted yes, 0 voted no to the Councillors tabling as part of a Delegates Report</i></p> <p>SO to provide to other members for their review</p> <p>Cr Landes: what are the opportunities in the budget. Any support from the group to push back on price increases parking, Gleadell St Market costs, Leisure Centre costs, outdoor dining?</p> <p><i>All 7 BAG members present supported the idea of no further increases in fees of Council</i></p> <p>Shane: Survey will cover what businesses want and barriers, so we don't have to raise individual issues but find out off businesses.</p> <p>Council is a business too, so it needs to be financially sustainable</p> <p>Cr Landes: Agreed, but Council also needs to be efficient</p> <p>Sebastian: If Mayor to the day. More accessibility for mental health support for people in businesses. Hospitality businesses don't have the skills and ability to support staff. Need to have a baseline for healthy workplaces</p> <p>Shelley: Traders groups can include Partners in Wellbeing support</p> <p>Freya: education on how to report awards to business owners is very expensive and difficult People have the best intentions but getting expert advice</p> <p>SO: Fair work Aust have a good relationship with Yarra</p> <p>Cr Landes: Risks need to be managed Work cover now includes mental health which impacts insurance Freya and Shane working together on disability access for Sense of Self</p> <p>SO: Department of Treasury and Financial have reached out with \$30million fund to reduce red tape</p> <p>SO to circulate with minutes Share any ideas you have for YCC or in conjunction with other Councils</p> <p>FOGO is coming</p>	<p>Councillors to take advice from group regarding a survey to Council as part of a delegates report</p> <p>Councillors to note all BAG members present support no fee increases to Business related permits and fees for 24/25 budget</p> <p>SO to provide link to DFT \$30mill fund</p>

	Action/Update
<p>Cr Landes: We need to have a future agenda item on waste management including FOGO Massive problem with bin storage and waste more broadly</p>	
<p>8. Abbotsford Convent Kristy provided a welcome & history of the site and buildings Saved from being a residential gated community and now a creative community. Now 150 businesses on site. 31 venues available for hire (indoor and outdoor) Invitation to attend 20 years of the Convent being a creative community please join at the Convent on 27th April at 4pm (anniversary of the time the keys were handed over)</p>	
<p>9. Closing SO thanked everyone's attendance. Meeting closed at 9:50am</p>	