

17 October 2023



Meeting Minutes

Southern Business Liaison Group

Date	17/10/2023	Time	5:30pm - 7:30pm
Chair	Mike Marasco	Meeting no.	7 of 2023
Location	Veneto Club	Minute taker	Jacqueline Weedon

Attendees

Attendees			
Name	Organisation	Name	Organisation
Mike Marasco (MM)	Independent Chair	Ben Scott (BS)	Spark, Project Manager
Martin Juniper (MJ)	NELP, Senior Environment Specialist	Andrew McGlade (AM)	NELP, Stakeholder Relations and Communications Advisor, South
Mia McMahon (MMc)	Spark, Manager Community Engagement	Nathan McAvaney (NM)	Topgear Cycles
Christine Gibbins (CG)	Manningham Council	Bruce Plain (BP)	Bulleen Art & Garden
Renato Marnich (RM)	NELP, Trader Engagement Specialist	Luke Minton (LM)	Spark, Senior Manager Community Engagement
Ivan Zarezkij (IZ)	Spark, Senior Communications Advisor: Manningham	Nic Morton (NMo)	NELP, Senior Stakeholder Relations and Communications Advisor
Cam Giardina (CG)	Commercial Property Owner	Frank Freschi (FF)	Veneto Club
Martin Laidler (ML)	Melbourne Business Photography		

Apologies			
Name	Organisation	Name	Organisation
Soula Grouios (SG)	Arthurs Fish & Chips Bulleen	Alison Tobias (AT)	Alot of Good Stuff
Andrea Lomdahl (AL)	Boroondara City Council	Hudson Brown (HB)	The French Lettuce
Clare Davey (CD)	Boroondara City Council	Michael Hobbs (MH)	NELP, Communications and Stakeholder Relations Manager

Actions – previous

No.	Date raised	Action/Issue	Owner	Status	Date closed
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Key discussion points/decisions

Owner	Action
Mike Marasco (MM)	<p>Welcome and introductions</p> <ul style="list-style-type: none"> Acknowledged apologies Introduced guests: Martin Juniper and Martin Laidlaw Confirmed previous meeting minutes read and adopted Actions: SB4-1, SB5-3, SB6 -1, SB6 -2
Renato Marnich (RM) Martin Laidler (ML)	<p>Presentation on NELP Trader Photography offer including the offer, process and examples of various styles of images and an example of a trader video</p> <p>RM: The photography offer will be open for the duration of the program</p>
Martin Juniper (MJ)	<p>Presentation covered Central Package IEA (Independent Environmental Auditor) Update, role of the IEA and overview of May - October 2022 report findings</p> <p>BP: How do you identify any environmental complaints? MJ: Spark have a database of complaints that are received which the State and the Auditor can access BP: Is this only complaints that Spark receive? MJ: Complaints are fed into a common database so complaints to Spark and the State are captured</p> <p>MM: Is the process the report is reviewed by NELP then sent to the Planning Minister then once it's approved made public? MJ: Yes, it's then uploaded to the NELP website</p> <p>BP: There seems to be no proactive effort or random checks as part of the audit, is it just all reactive? MJ: The IEA has a requirement where they have to audit each EPR (including business EPRs) every 12 months at least once and complaints are a part of this. Certain areas may be looked at in more detail or more regularly if an issue or potential issue is identified.</p> <p>MM: One of the EPRs is that best efforts are made so that Bulleen Art & Garden (BAAG) can continue trading during construction, unless a complaint is made would the IEA check in with BAAG at any stage? MJ: As the IEA is auditing the contactor, they need to see evidence to be able to determine the EPR is being complied with. BP: I think if someone makes a complaint they are heard but otherwise issues may not be addressed. MJ: If there are complaints the IEA will see those and it make bring an issue to their attention for investigation. MM: I think it would help if there was something in the process where Business Owners asked to provide feedback during audits. BP: I don't know how but the process needs to work better for the next project, the process was very drawn out and too many businesses were lost. Should the IEA be randomly checking in on business owners during the acquisition process?</p> <p>CG: The business acquisition process was very stressful and there was no one to help</p> <p>MM: There seems to be a feeling amongst traders that they don't want to be seen as a 'complainer', some people are wary to provide feedback. Unless a complaint is made there is no follow up as part of the audit.</p> <p>FF: Are the IEAs only conducted during construction? MJ: Some audits continue up to five years after construction finishes</p> <p>BP: The EPRs can be open to interpretation MJ: There is a potential element of flexibility as different contractors have different ways of achieving performance outcomes. The EPRs were developed to enable to allow innovation in achieving outcomes.</p> <p>MM: To summarise the businesses would like to have a process where feedback can be provided to the IEA outside of making a complaint.</p>

Owner	Action
Ben Scott (BS)	Presentation covering overview of Manningham and Bulleen site activities using drone footage, 8 week work lookahead
Ivan Zarezkij (IZ)	MM: Will the service relocations be complete prior to Christmas? IZ: Yes
Mia McMahon (MMc)	CG: How long will the barriers be in front of my property? IZ: If you let me know when you need access to the pits I will ensure this is available. FF: Some businesses on Bulleen Road may lose trade with the Bulleen Road diversion in place, have they been advised of this? MMc: Yes, the traders have been briefed and we will be staying in contact with them throughout NM: It would be helpful if Social Media comms were made available to post on traders pages IZ: Social Media packs will be sent to traders RM: Detailed information will be given to traders prior to the upcoming works, this will be followed with a phone call if the owner is not available when we drop in. Spark Trader Engagement presentation including 'Bulleen Open for Business' collateral examples FF: Its very important that businesses appear open so potential customers don't just drive past, we have noticed since our signage and arch at the entrance have been removed that business has been affected and it's only getting worse as further changes are made NM: We have customised project poster in our shop and it helps to be able to show customers what the area including the new shared user paths will look like once it's complete IZ: It has been reported that there has been an increase in vandalism recently along Bulleen Road NM: Yes, our laminated glass has been broken and until we can get this repaired we have boards covering the damage which is unsightly. We are currently brainstorming how we can increase safety in the area.
Andrew McGlade (AM)	Presentation on Eastern Freeway Upgrades including overview of works, timeline to date, managing impacts and UDLP introduction FF: Will Templestowe Road be widened or slip lanes installed as part of the Templestowe Road upgrade? AM: The entry will be slightly widened to allow for the new turning lanes.
Mike Marasco (MM)	Other Business Next meeting 21 November 2023 Thanked SBLG members and presenters and closed the meeting at 6:57pm

Actions – Short Term

No.	Date Raised	Action	Owner	Status	Update
SB4-1	13 June	NM to follow up and inform group of the planning and the positioning of Bulleen Road alignment	NELP/Spark	CLOSED	Spark to present to group on Bulleen Road diversion at next meeting Presented at meeting 17.10.23
SB5-3	25.09.23	North site update to be given at next meeting	SM	CLOSED	Ivan and Shondelle both on leave over August, this is to be pushed out to the next meeting. Deferred to next meeting. Ivan to present Presented at meeting 17.10.23
SB6 -1	05.09.23	RM & IZ to Liaise with Manningham Council re: Manningham Matters	IZ/RM	CLOSED	RM & IZ met with MCC on 16.10.23 and will send 'Open for

No.	Date Raised	Action	Owner	Status	Update
		Magazine and other opportunities and report back at next meeting			Business' material to share on their communications channels
SB6 -2	05.09.23	CG to contact HB directly and update him on the Austin St carpark and pending restrictions	CG	CLOSED	CG has contacted HB via email and advised that this is in the final stages of approval

Actions – Long Term

No.	Date Raised	Action	Owner	Status	Update
SB7-3	13 Dec 22	NELP to provide a summary of the business EPRs audit once released.	NELP	CLOSED	NELP will present a summary of the IEA report at next meeting Presented at meeting 17.10.23

Actions – Trader Support

No.	Action	Owner	Due	Status	Update
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Future Presentations

Scheduled Date	Date Raised	Topic	Owner	Update
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Additional information

Trader Photography Contact:



My Contact Card



NELP – Contact Page