

Meeting Minutes

Northern Business Liaison Group Meeting

Date	17/03/2022	Time	7.30 AM to 9.30 AM
Chair	Jeni Coutts	Meeting no.	2 of 2022
Location	Watsonia Hub	Minute taker	Ivan Zarezkij

Attendees

Attendees		Apologies	
Name	Organisation	Name	Organisation
Jeni Coutts (JC)	Independent Chair	Erica Hardie (EH)	Banyule City Council
Noella Jacobs (NJ)	Greensborough Chamber of Commerce	Sarah Maguire (SM)	Watsonia Traders Association
Holly Havers (HH)	SPARK	Danielle Phyland (DP)	Nillumbik Shire Council
Renato Marnich (RM)	NELP	Tony Aouad (TA)	Kebab Nation/Anchor Fish and Chips
Ivan Zarezkij (IZ)	NELP		
Jim Needham (JN)	NELP		
Jeremy Richards (JG)	Watsonia Optical/Watsonia Traders Association		
Matt Guest (MG)	Watsonia RSL		
Katherine Meulen (KM)	SPARK		
Chris Woodroffe (CW)	NELP		
Kate Zisos (KZ)	CPB		
Hesham Mobarek (HM)	Watsonia Traders Association		

Actions – previous

No.	Action	Owner	Due	Status	Update
7.1	JC has requested more information on the Telstra tower works.	NELP/CBP	MID 2022	CLOSED	KZ provided information in 17.3.22 meeting presentation
7.2	NJ has requested a one-on-one meeting with NELP to incorporate elements into the vision plan for Greensborough.	NELP/NJ	17/03/2022	CLOSED	RM met with NJ and went over the specifics of the northern program
7.3	JR requests a presentation/discussion on EPRs and trader engagement at upcoming meeting	SPARK	March 2022	CLOSED	HH provided information in 17.2.22 meeting presentation

Key discussion points/decisions

Owner	Action
Jeni Coutts (JC)	<p>Welcome and outstanding business</p> <ul style="list-style-type: none"> JC welcomed the Northern Business Liaison Group attendees and introduced agenda items. JC addressed previous meeting's actions as above.
Kate Zisos (KZ)	<p>CBP Early works update</p> <ul style="list-style-type: none"> KZ said that Borlase Reserve is about 95% complete and works is progressing on reinstatement, such as path curbs, shared user paths and asphaltting. They are targeting completion at the end of March for civil works, with reinstatement works to continue through April. KZ said that works are ongoing at Watsonia Station. The new parking spaces are to offset spaces lost with the Telstra Tower. They are currently installing CCTV and lighting. A likely two-month construction process with the Telstra Tower where Optus may have to return later in the year for further works. Questions <ul style="list-style-type: none"> NJ asked about cars moving from Watsonia to Greensborough's restricted car parking. Car park usage is still being monitored and is currently at about 70% with working-from-home arrangements still in place. HM expressed that the works should be expedited. Works are being completed as fast as possible. JC remarked that if Telstra works are starting in April, their plans should be forthcoming very soon. KZ asked members to notify her if they see any defects in the car park works. KZ provided an update on the ongoing telecommunications service relocation along Longmuir and Frensham Road. KZ provided an update on the Frensham Reserve works ramping up this week, which is being used to support gas works. <ul style="list-style-type: none"> JC asked whether noise was monitored? CBP has monitoring in place for noise and dust. KZ provided an update on the Watsonia Road gas works. KZ hoped to have the schedule finalised on Friday 18.3.22, with a clearer understanding of the time when the works will take place. Works anticipated to start from mid-April. <ul style="list-style-type: none"> HM expressed concerns that many businesses will be affected by these evening works. KZ has conveyed the traffic flow issue to APA and is trying to balance council

Owner	Action
	<p>requirements and school opening hours too. Individual business support can also be provided.</p> <ul style="list-style-type: none"> – JR questioned why if timing of previous gas works in September 2021 was renegotiated, why can't it be the same this time? The scope of the works this time is much bigger. JM remarked that there are also other stakeholders to consider such as affected residents. – HM expressed how night-time trade is only just returning since the impact of the pandemic, why can't these times be negotiated to start later? Night works are usually from 7pm to 6am. Any changes to times require permission from council. Further, reducing hours reduces contingency time to deal with potential risks. JM also remarked that these works were moved from Christmas 2021 to allow for Christmas trade and that the works eventually need to be carried out. – JC asked whether KZ is expecting the work to start next week? KZ will meet with the Watsonia Traders once the works have been scheduled. – RM asked if it is better to have a promotional program during or after the works? Consensus was to have a promotional program after works.
Holly Havers (HH)	<p>Tunnelling package update</p> <ul style="list-style-type: none"> • HH introduced herself as the Director of Communications for Spark and introduced KM. • HH SPARK is putting a plan together for trader engagement for the tunnels package, informed by surveys of businesses. Initial indication is that traders are fatigued about the works but also keen for information. <ul style="list-style-type: none"> – HM expressed how a lack of information is the key issue. – NJ asked will there be engagement with Greensborough. SPARK's works end at tunnel exit, so most interactions will be with the northern package of works and CW. – NJ explained the comprehensive plan for Greensborough that has been developed and she will be seeking input from all parties to address issues, especially those around access. – HM expressed how he feels left out of the consultation process, especially with the tunnel exit being much closer to Watsonia. For the last three years traders in this area have been engaged and that information has been fed into the bid process. – JR expressed that it feels like the plans so far are a blur, it's hard to provide feedback on a blur. The upcoming UDLP process will provide a platform for feedback on many of the issues raised by JR. – JC asked if it was possible for the NBLG members to see the UDLP before public exhibition. NELP/SPARK to investigate.
Chris Woodroffe (CW)	<p>Northern package update</p> <ul style="list-style-type: none"> • CW provided information on project scope of northern works, timeline and procurement process. <ul style="list-style-type: none"> – NJ emphasised a key consideration in the northern package of works is how access is maintained in the construction process to ensure that customer habits are not permanently changed. NELP will use many different channels to communicate access changes. – HM asked a question for KZ about the Borlase reinstatement. Borlase will be handed over to SPARK. JM added that fencing will stay but the roads and some paths will be reinstated for the community.
Renato Marnich (RM)	<p>Northern Business Liaison Group Member Feedback</p> <ul style="list-style-type: none"> • RM provided a summary of the feedback about the operation of the NBLG. The early start for the meeting works best for traders. Currently, the six-week frequency for meetings is appropriate. • RM will look to organise presentations from other MTIA projects as case studies to highlight successful business support. <ul style="list-style-type: none"> – NJ remarked that the onus is on the business to seek support and often businesses don't have time or don't know what is best. Small business mentoring sessions will also be available.
Jeni Coutts (JC)	<p>Open forum</p> <ul style="list-style-type: none"> • JR expressed concern about the size of the tunnel portal, and especially business disruptions that may result. HH replied that it's the fear of the unknown at the moment, when the time comes there will be construction blitz arrangements, traffic plans and briefings from construction experts to explain the situation.

Owner	Action
Jeni Coutts (JC)	Other business <ul style="list-style-type: none"> Next NBLG meeting April 28, 2022.

Actions - new

No.	Action	Owner	Due	Status	Update
8.1	Meet with Watsonia Traders on the works timing for APA	Kate Zisos (KZ)	18/03/2022	OPEN	
8.2	Special meeting of UDLP before public exhibition	Holly Havers (HH)	6/04/2022	OPEN	
8.3	Presentations of other MTIA projects as case studies of successful approaches to supporting business during construction.	Renato Marnich (RM)	9/06/2022	OPEN	