

Business Support Unit

Our commitment to the Maroondah community

Council's Business Support Unit is committed to providing assistance to new and existing local businesses. This will be achieved with a focus on three core objectives: - business development, investment and the encouragement and support of local employment opportunities.

We will deliver a quality service based on public education and personal contact.

We undertake to comply with Maroondah City Council's Best Value principles and with the specific service standards of our Charter.

Our Service Charter is on display at all Council Service Centres and copies are available upon request.

Contacting Business Support Unit

In Person

8.30 am - 5.00 pm (Mon-Fri)
City Offices, Braeside Avenue, Ringwood

By Telephone

8.30 am - 5.00 pm (Mon - Fri) 9298 4320

By Fax 9298 4345

By Email bizdev@maroondah.vic.gov.au

The BizMaroondah Website - www.bizmaroondah.vic.gov.au

has information on the Business Support Unit services, a comprehensive local directory and other useful business resources to help you improve and grow your business.

Postal Address

Business and Development
Maroondah City Council,
PO Box 156, Ringwood 3134

Information available

- www.bizmaroondah.com.au is the 'Buy Local Guide' for Maroondah. The site has a wide range of business resources and information as well as details of over 5,000 local businesses. Maroondah based businesses can list at no charge on the directory and all businesses can use the site to subscribe for regular Biz Mail updates or to receive the Biz Matters magazine.
- **Biz Mail** – businesses can be kept up to date via email regarding new events, programs, government support programs, new legislation and other key initiatives aimed to support their business.
- **Biz Matters Magazine** – this publication is a tool to keep businesses informed about successful local businesses, new businesses, support, upcoming events and items of interest to local businesses.
- **Demographics and Business Statistics** - Information on the types of businesses within Maroondah, key trends and the demographics of the local population can be downloaded from the BizMaroondah website.

Our services and service standards

- **Training programs** – each year the Unit hosts a number of training sessions on topics relevant to growing and improving local business operations.
- **Maroondah Business Week** – held each year, this week-long event provides opportunities to learn from key note speakers, network with businesses throughout the region and improve business skills.

- **Networking Events** – the Unit hosts and organises key events with high profile speakers and structured networking opportunities to encourage new linkages between local businesses.
- **Information sessions & mentoring support** – the Unit provides a number of information sessions highlighting government programs and support agencies, as well as supportive mentoring opportunities.
- **Promotion** – the Council-operated ‘BizMaroondah website’, ‘Biz Matters Magazine’ and ‘Welcoming New Businesses’ program support the promotion of our local businesses to the broader community.
- **Council Retail Support** – the Business Support Unit is actively involved in attending Association meetings, managing a program of shopping centre improvements and encouraging centres to develop their own unique identity.
- **Local Networking Groups** – the Unit promotes a number of local networking groups that meet regularly to support business growth and development.
- **Promote Maroondah** – the Unit promotes the municipality as an attractive business destination for new and expanding businesses.
- **Regional Development** – the Unit partners with regional organisations to reduce duplication, highlight the key issues of local businesses and improve the local business environment.

What we need from our service users

To ensure a prompt and efficient response to your request, we will need complete and accurate information that will enable a work team to action the request.

- Provide name and contact details to clarify issues if required

Feedback

We welcome feedback on our services and the opportunity to improve services that may not have met your expectations. The Team Leader Business Support Unit or Manager- Business & Development may be contacted to discuss any issues relating to the Services Charter, or the services provided.

Contact Business Support on 9298 4320.

In most instances, issues are resolved at this first point of contact with the service team concerned. However, further redress or arbitration is available using Council’s Customer Action Program. Brochures are available at all Council Service Centres.

If a mistake has occurred or a service standard not met, the service user is entitled to an explanation and assistance to rectify the matter.

Commitment to monitoring

Business Support Services will be surveyed as part of Maroondah City Council’s independent annual Customer Service Survey and the results will be published in Council’s Annual Report and considered as part of our service planning process.

Commitment to equity

Maroondah City Council is committed to fair and equitable distribution of and access to municipal resources. We value the diversity and the rich social fabric of the community.

We undertake to comply with Maroondah City Council’s Best Value principles and with the specific service standards of our Charter.

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