

Information and support for Retail Businesses

The City of Whittlesea values the many retail businesses operating across the municipality and has a dedicated Retail Activity Centre Officer to provide free business support and assistance.

To have a confidential discussion about how the City of Whittlesea can support your business, please contact our Retail Activity Centre Officer at @ business@whittlesea.vic.gov.au

For all general matters relating to footpaths, rubbish, roads, and gardens please email council at @ info@whittlesea.vic.gov.au or call ☎ **9217 2170**.

Business e-newsletter

The newsletter is electronic and sent straight to your email account monthly.

The e-newsletter contains the latest news, information, and links relevant to business

- Government updates
- Upcoming events and networking opportunities
- Council initiatives
- Education and training opportunities
- Support services available including business mentoring
- Grants and incentives
- Local business profiles



Sign up for free to be kept informed about business support opportunities. Subscribe at whittlesea.vic.gov.au/BusinessNetwork

Other support and information

The Victorian and Australian Governments have a range of support tools and programs designed specifically for the business community.

To get the latest support available for your business, scan the QR Codes below.



Business Victoria



Department of Jobs, Precincts and Regions



Victorian Small Business Commission



Worksafe Victoria



Australian Retail Traders Association



Sustainability Victoria

Victoria Police

You can call the Police Assistance Line on 131 444 to report non-urgent crime and events.

Examples of non-urgent crimes and events include:

- Burglary including at a commercial property or a home with no occupant present
- General theft (including theft of a motor vehicle)
- Property damage
- Lost property
- General enquiries.

Save ☎ **131 444** to your phone contacts to report non-urgent crimes in the future.

If you are in danger and need to report a crime in progress, or for immediate police attendance, call Triple Zero ☎ **(000)**.

Interpreter phone service: If you speak a language other than English, call us on ☎ **131 450**

Retail Business Support and Information



When is a permit required?

Are you looking to provide outdoor dining, footpath trading, install signage or make structural alterations to your shop premises?

You may need a permit so please check with council by emailing @ business.concierge@whittlesea.vic.gov.au Our Business Concierge is a free service offered by Council to guide and assist business owners through the process of obtaining the correct permit for outdoor dining, shop fit-out, signage and food and health related businesses.

Grants

From time-to-time Council provides grants to support small businesses and the community.



For more information visit the City of Whittlesea website

 whittlesea.vic.gov.au/BusinessGrant

Education and training resources and support

If you would like to gain new skills for your business, you can view a wide range of educational recordings on Council's YouTube channel.



Recorded webinars cover topics such as; online networking, managing cashflow, mental health, business planning, negotiating rent relief, applying for grants, moving your business online, business continuity and risk planning.

Keeping retail areas clean

Do you have a council rubbish or recycling bin for your business?

Things you should know about your Council bin

- Council bins must be kept in clean condition in an area within the premises when not being left out for collection
- Council bins can be left out for collection after 4pm the day before collection and must be removed the same day as collection
- Business owners must only place rubbish in the council rubbish bin that has been generated at the business
- Business owners must only place recyclable items in the council recycling bin – you can check what is allowed to be placed in the recycling bin on council's website.
- Place empty recyclable items loosely in your recycling bin and do not place recycling in plastic bags
- Do not place items that are dangerous, flammable, explosive or hazardous into bins including batteries and gas bottles
- Do not put anything in the bin that prevents the lid closing
- Your bin must not weigh more than 50kg when collected.

Please contact council for assistance in reducing and disposing of waste, recyclable materials, and other items in a responsible manner.



The A-to-Z guide to waste and recycling will help you determine the best way to dispose of unwanted items, and easily identify which items can be recycled or recovered.



City of Whittlesea Business Network

The City of Whittlesea Business Network is a membership-based program open to all businesses operating within the City of Whittlesea.

Members are able to enjoy a range of benefits



- Networking events
- Industry specific training and programs
- Access to mentoring
- Online business listing

Business mentoring and advice

The City of Whittlesea in conjunction with the Small Business Mentoring Service offers free business mentoring sessions to support businesses situated in the City of Whittlesea.

Mentoring is available in a number of languages.

Small Business Mentoring sessions provide one on one general business information and can assist you in the steps you need to take to overcome an issue or information gap. Appointments can be done over the phone, online or in person as required.



To book your appointment, visit sbms.org.au/events