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Experts predict duplex bonanza under new planning rules: P3

From breakdown to breakthrough: Leanne's business journey: P23

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Biviano’s Italian and Seafood restaurant in Dural is the fine dining jewel of The Hills and surrounds. Celebrating 18 years in 2018, Biviano’s continues to exceed expectations with landscaped gardens, private parking, beautiful scenery and surrounds, private dining facilities and an impeccably designed building and interiors.

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UPCOMING EVENTS AT BIVIANO’S

MORE INFORMATION ON PAGE 9

Chef’s Selections

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Duplex bonanza under new rules

DALLAS SHERRINGHAM

The Aussie traditions of backyard cricket and family barbies out the back under the Hills Hoist may be a thing of the past if the NSW Government’s Department of Planning gets its way.

According to the leading property site Domain, the government’s new development guidelines will provide a major windfall for many Western Sydney home owners but will spell the end of minimum 20m wide blocks.

The 20m frontages are a staple of many suburbs. Many of us grew up in three to four-bedroom suburban homes, with backyards large enough to accommodate the kids’ playthings as they grew up and the extended family and friends when they popped over for a weekend gathering.

But the times, they are a-changin’ with an ever-growing demand for more affordable housing all over the state and particularly in the heavily populated city areas.

Now, owners of small, narrow properties who never thought their blocks were suitable for development are set to benefit.

Under the new medium-density housing code announced recently, duplexes, terraces and manor houses can be approved as complying developments in as little as 20 days, skipping the development application process.

However also part of the new rules is that blocks now only need to be 12m wide for a duplex, overriding existing council rules requiring frontages to be at least 15 to 20m, Domain reported.

Most suburban homes across Western Sydney will be affected by the new regulations, which aim to tackle housing affordability.

The changes could see thousands more humble cottages bulldozed to build duplexes, with homeowners across the region who sell their properties to developers set to see significant windfalls.

Fragar Planning and Development is known as the “Council approval experts” and principal consultant Max Fragar said the new rules, which would allow thousands of extra homes to qualify for dual occupancy, were a sensible change to outdated regulations, and would increase the supply of affordable housing.

“This starts to bring some common sense into some councils’ position that they won’t depart from their old minimum lot size or frontage standards,” he said.

While the changes only apply to complying developments, Mr Fragar said the new rules could allow developers to push planning limits by arguing that local standards were out of step with state guidelines.

“Those standards may well have evolved from town planning thinking 20 years ago, before it became so important that we find alternative ways to provide housing choice, housing affordability and housing supply,” he said.

It is estimated that a property suitable for development as a duplex would be worth and average 20% more under the new guidelines.

For mum and dad property owners it means they can now utilize their block and potentially build a new home for themselves and have a second property beside them with a rental return.

In NSW, the average turnaround of a development application is 71 days but it can take more than a year for a project to be approved.

Blocks still need to meet the minimum size required for a dual occupancy by council, usually 500 or 600sqm. But if no minimum is specified under the council’s local environmental plan, lots only need to be 400sqm.

According to NSW Planning and Housing Minister Anthony Roberts, medium-density housing “allows for seniors to downsize as well as being a more affordable option for young people”.

Designs must also meet the relevant design criteria in the Medium Density Design Guide.

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Stage one approved

STAGE one of the Panthers urban village on Mulgoa Road and Retreat Drive has been approved, including construction of two four-storey apartment buildings and one part-five-storey and part-seven-storey apartment building providing 152 apartments and basement parking, at the estimated cost of $50M.

OK for first stage

CONSTRUCTION of the $64M stage one of the $5B Sydney Science Park, at Luddenham, has been approved. The seven-storey BaaIada Building will provide opportunities for specialised research and development, education and employment within Penrith.

Camden Inn upgrade

THE Camden Inn is being refurbished at a cost of $3.5 million over a period of 12-18 months. The inn was originally the Camden Vale Milk Bar built in 1939 by the Macarthur family. The venue was granted a tavern licence in 1989.

Costco buys site

COSTCO has bought 14 hectares in the three largest suburban centres in Australia, with the two largest suburban centres in Australia (Sydney Olympic Park and Penrith) and Macquarie Park are the two largest suburban centres in Australia, according to the Greater Sydney Commission.

About Parramatta Light Rail

Parramatta Light Rail is one of the NSW Government’s latest major infrastructure projects being delivered to serve a growing Sydney. Light rail will create new communities, connect great places and help both locals and visitors move around and explore what the region has to offer. Stage 1 will connect Westmead to Carlingford via Parramatta CBD and Camellia with a two-way track spanning 12 kilometres and is expected to open in 2023. The route will link Parramatta’s CBD and train station to the Westmead Precinct, the new Western Sydney Stadium, the Camella Town Centre, the New Museum and Riverside Theatres, the private and social housing redevelopment at Telopea, Rosehill Gardens Racecourse and three Western Sydney University campuses.

PARRAMATTA LIGHT RAIL APPROVED

Parramatta Light Rail is now full steam ahead with Stage 1 of the project now receiving planning approval meaning construction will start within months.

Premier Gladys Berejiklian joined Minister for Transport and Infrastructure Andrew Constance, Minister for Planning Anthony Roberts and Member for Parramatta Geoff Lee in Parramatta today to confirm the approval of Stage 1 of the project from Westmead to Carlingford via Parramatta CBD and Camellia.

“Parramatta Light Rail will connect major Western Sydney precincts for the first time and make it possible for people to ‘turn up and go’ to employment, cultural, entertainment and sports destinations,” Ms Berejiklian said.

“This is an exciting time for the people of Parramatta and for visitors to this fantastic part of Sydney.

“Parramatta Light Rail will create close to 5000 jobs, connect communities along the route and transform the way that people explore all the attractions that Western Sydney has to offer, with a light rail service every 7.5 minutes in peak periods.

“Major projects such as Parramatta Light Rail are only possible thanks to the strong economic management of the NSW Liberals & Nationals Government.”

Mr Constance said approval of Stage 1 means construction on the project is on track to begin by the end of 2018.

“Parramatta Light Rail is part of the NSW Government’s $80 billion infrastructure pipeline, which includes the largest transport infrastructure program in Australia with $43 billion of investment over the next four years,” Mr Constance said.

Mr Roberts said planning approval follows extensive consultation with the community, local businesses and major stakeholders, including Westmead Hospital, the Children’s Hospital at Westmead, Western Sydney University, the City of Parramatta Council, Western Sydney Business Chamber and the Parramatta Chamber of Commerce.

Parramatta Light Rail Stage 1 is the first step of this major project with construction and operation contracts set to be awarded in the third quarter 2018.

The NSW Government has allocated $1 billion to Stage 1 of the project and the final cost will be known and released when contracts are signed.

A final business case for a planned Stage 2, which connects the Parramatta CBD to Erimington, Melrose Park, Wentworth Point and Sydney Olympic Park, is also due to be completed by the end of 2018. Parramatta Light Rail will begin construction later this year and is expected to begin services in 2023.

TDK lease sites

TDK Formwork has leased a 1383-square-metre site, at 3 Antill Street, Yennora, at $105 a square-metre gross, from a private investor, for three years plus a three-option.

NEW PRATTS

The NSW Government has recently approved for the construction and operation of a research and development facility for specialised research and development, GWA, expected to move to a purpose-built facility in Prestons in mid-2018, providing mainly 70 warehousing and logistics jobs; up to 20 will be research and development roles.

SOUTH WEST

A Tech leases

A TECH Australia has leased a 3485-square-metre site, at 49 Harley Crescent, Prestons, from OBI Investments & CAO International Investments, for six years, at $97.56 a square-metre gross.

Ora Park high school

The NSW Department of Education has approval for the construction of the Ora Park High School for up to 2000 students and the expansion of the Ora Park Primary School for up to 1000 students.

GWA to Prestons

INNOVATIVE home fittings company GWA expects to move to a purpose-built facility in Prestons in mid-2018, providing mainly 70 warehousing and logistics jobs; up to 20 will be research and development roles.

Facility approved

BETTERGROWN Pty Ltd has approval for the construction and operation of a resource recovery facility at 24 David Road, Wetherill Park, for up to 160,000 tonnes per year of waste material.

(continued...)

Regional Round-up

New Panthers car-park

A MULTI-level undercover car park has opened at Panthers Penrith. The car park features five levels, 524-car spaces, as well as retail space. Spread across 3,600m2, it is located in between the club and Aqua Golf. The car park offers members protection from all weather conditions. Cost is $19.1m.

NORTH WEST

Stage one approved

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Castle Group is a leading private development and construction company of residential projects with a current pipeline of over a billion dollars. In addition to construction and development Castle Group invests in a portfolio of projects across:
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SPECIAL ATTENDEES

The Hon Nathan Rees
Former Premier of NSW

Damien Tudehope
Member for Epping

Stephen Ball
Mayor and Member for Blacktown

David Hegarty
Partner at PwC

Brendan Noney
Partner at HWL Ebsworth Lawyers

GUEST SPEAKERS

To register visit www.greaterbbc.org.au
Zoo battle ends in agreement

RED DWYER

THE controversial legal battle over the name of a $36M zoo under construction in Blacktown has been resolved to the satisfaction of the parties involved.

John Burgess, who built and managed Sydney Aquarium and Wildlife Zoo at Darling Harbour, obtained approval in 2017 for a cage-free zoo on 16.4 hectares at Bungarribee Park, in Western Sydney Parklands.

The venue's proposed name, “Sydney Zoo”, raised the ire of Taronga Zoo, arguing it would mislead overseas and interstate visitors into thinking the Blacktown venue was related to the existing facility on the shores of Sydney Harbour, in Mosman, some 33 kilometres away.

“As the premier Sydney zoo for more than 100 years Taronga Zoo is often thought of and described by visitors as Sydney zoo,” said Cameron Kerr, CEO, of the Taronga Conservation Society Australia, which runs Taronga Zoo.

While supportive of the new zoo, sharing of advice and providing other services in its development, the society sought to have the Federal Court declare that the use of the name (Sydney Zoo) would constitute misleading and deceptive conduct.

The parties, in settling out of court, said they had resolved the legal proceedings over the use of the name and agreed to take reasonable steps to avoid confusion for visitors to the individual facilities,” a joint statement said.

John Burgess said it was “terrific to have clarity” about the venue’s branding ahead of the zoo’s opening in 2019.

The zoo will not cage its animals allowing them to roam free in large open spaces.

“Sydney Zoo will generate a massive $45 million per annum contribution to the NSW economy and attract up to one million visitors each year,” said NSW Minister for Western Sydney, Stuart Ayres, in 2017.

“This exciting tourism and educational hub will create 160 full-time jobs during construction, and 120 full-time jobs during operation.”

Sydney Zoo in partnership with Western Sydney University will see students participating in animal rehabilitation as well as technology design.

Confirm your Day Delegate Package at $70.00 per person. Minimum 20 people per booking.

BONUS OFFERINGS INCLUDE:

- Complimentary barista coffee on arrival
- Complimentary breakout room hire (one room only)
- Complimentary car parking onsite
- 2 x iFLY flights for you, the organiser
- And 30 minutes post conference drinks in Squires Terrace

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Enjoy a Complimentary Accommodation Room for every 11 rooms booked with a bonus upgrade to a Superior King Room.

To book your next conference, please call the Panthers Event Centre on 02 4720 5511 or email eventscentre@panthers.com.au.

*Terms & Conditions Apply. Subject to availability, valid for 20 or more guests on a full day delegate package, for new event business to be quoted, booked and held from the 1st February to 30th June 2018.
Thank you to our team of designers, office staff, tradesmen and suppliers for working so hard to bring this home to life. We are truly fortunate to work with such a talented team of people.
Whether you want to start a business, grow your business or just need someone to help you along the way, our Advisors are available to guide you towards your business goals and help your business reach its full potential.

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Invitation
The Hills Annual Charity Gala Ball
by Biviano’s

Proudly Supporting Riding for the Disabled Association NSW “Tall Timbers” Centre

Thursday 23rd August 2018
6:00pm for 7:00pm Start
Dress Code: Black and white Ball
$120.00 per person
Tickets: www.trybooking.com/vwsa

A glass of sparkling wine on arrival followed by Canapes at the heartwood Bar and a handcrafted 3-course menu. Enjoy a great night of live entertainment, Dancing, DJ, Raffles and a chance to win a $5000 spending spree at Robert Cliff Master Jewellers.

Join us as we work together to raise $25,000 to assist with funding core costs (lost grant) for the RDA Tall Timbers Centre to enable continuation of their therapeutic activities.

“RDA “Tall Timbers” Centre - Box Hill was founded in 1972 and provides therapeutic and recreational horse riding and associated activities for both children and adults with intellectual, physical and acquired disabilities.”

Supported by:

- The Hon Ray Williams MP and Minister
- Clr Dr Michelle Byrne The Hills Mayor
- Dr Jim Taggart OAM MC and Auctioneer

- RDA NSW Patron: His Excellency General The Hon David Hurley AC DSC (Ret’d) Governor of NSW
- RDA Ambassador: Miss Mackenzie Savva and Ms Renee Smith

Show your support by booking a seat or VIP table of 10!

Tickets: www.trybooking.com/vwsa

Pictured: RDA Tall Timbers Centre in action!

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HSBC Sydney 7s at Spotless in 2019

The HSBC Sydney 7s is heading west. The 2019 tournament will be played at Spotless Stadium in the Sydney Olympic Park precinct.

After three successful years at Allianz Stadium in Sydney, the hugely popular tournament will light up Sydney’s west over three action-packed days from February 1-3 2019.

In a first for the tournament, the HSBC Sydney 7s will throw open its doors on Friday, February 1 with free entry for all fans for the opening day of action.

Fans will be able to cheer on the Qantas Australian Men’s and Women’s Sevens teams as they fight to defend their titles after running out winners in their home tournament earlier this year.

Sydney Olympic Park will be transformed into a Rugby festival with live bands, rides, interactive entertainment, the kids zone, and plenty of places to eat and drink, coupled with the best Rugby Sevens athletes from across the world doing battle just a year out from the Olympic Games in Tokyo.

Fan-favourites that have become synonymous with the HSBC Sydney 7s will return with Dance Cam, Kiss Cam, The Gun show, and Karaoke all to feature again in the 2019 edition. There will also be some new additions and surprises to be announced over the coming months.

Rugby Australia Chief Executive, Raelene Castle said: “This is a great opportunity for families and Rugby fans in the greater Sydney region to come along and experience the fun and excitement of the HSBC Sydney 7s and witness truly world class athletes play one of the fastest growing sports in the world.

NSW Minister for Sport and Western Sydney, Stuart Ayres said: “Western Sydney is home to some of Australia’s biggest and best major sporting events and some of the city’s most passionate fans, so Spotless Stadium is the perfect home for the Sydney 7s,” Ayres said.

Fans are encouraged to take advantage of the early bird ticket offer and register at sydney7s.com.au for the early bird prices.

Tickets will go on public sale on Thursday, August 23.

More trust in face-to-face

A Charles Sturt University (CSU) researcher has shown that small-to-medium business owners trust their accountants more when they meet them face-to-face compared to meetings held over telephone or via email or other online communication.

Doctoral student Michael Cherry has found that while small-to-medium business owners continue to increase their use of online communications in their business, they still prefer to meet their accountants over a table.

“Public accountants advise clients on matters of statutory compliance such as taxation and on business improvement and growth,” said Mr Cherry.

“Small business owners want more from their accountants than just tax returns. I found they placed more trust in accountants who provided advice on the financial performance of their business rather than just assist in completing the annual tax return.

“What makes this study different is that I looked at various aspects of trust in this business relationship, at both the professional and deeper, personal levels. I found clients are more trusting of accountants who form these personal relationships. This was particularly important in Australia’s regional areas.”

BRIEFS

Retails sells for $3.25M

A 340-square-metre, toe-storey, free-standing retail building, at 340 Guildford Road, Guildford, sold for $3.25 million before auction. The property is made up of four retail spaces.

Dyldam’s $806M project

PARRAMATTA developer, Dyldam, has joined Stockland in launching an $806 1200-apartment residential and commercial project, The Opera, on a 2.5-hectare site, adjacent to Stockland’s Merrylands Shopping Centre.

Charter Hall invests

CHARTER Hall is constructing new buildings worth $100M on a 10.3-hectare site at Chullora.
A SPECIALIST bureau dedicated to attracting domestic business events and visitors to Western Sydney should be established to strengthen tourism in the region, according to business and tourism groups.

The Sydney Business Chamber, Western Sydney Tourism Accommodation Australia (TAA), NSW Business Chamber’s Tourism Industry Division and Western Sydney Regional Organisation of Councils (WSROC) have joined together to make the case for a Business Events Western Sydney.

The organisations have released a paper that identifies a need for the business events bureau, which will work closely with existing business events organisations in Sydney and aims at attracting domestic conferences and business events destination.

“A business events bureau will bring regional suppliers and conference organisers together and will bid for national-level conferences, which will ultimately strengthen the economy and raise the profile of the region as a business-friendly destination,” Mr Borger said.

“Western Sydney is set to get its own unique cultural festival starting next year,” Premier Gladys Berejiklian said.

“Having successfully grown Vivid Sydney from very humble origins to what it is today I am confident we will be able to create a world class event for Western Sydney,” Premier Gladys Berejiklian said.

“There are a number of ideas under active consideration ranging from lane-way festivals, night markets and music festivals. We want this Western Sydney event to replicate the success of Vivid which has provided entertainment, at the same time as creating jobs and boosting the State’s visitor economy.”

Minister for Tourism and Major Events Adam Marshall said the NSW Government would create the event in consultation with business, community groups and local government.

“This event will need to be unique to Western Sydney, appeal to all ages and attract visitors at an historically quiet time for local hotels, restaurants and businesses,” Mr Marshall said.

“We want it to draw visitors from across Sydney, NSW and Australia to the suburbs of Parramatta, Penrith, Liverpool and Campbelltown.”

The new event will deliver a key recommendation from the NSW Government’s Western Sydney Visitor Economy Strategy which aims to grow the overnight visitor economy through nine strategic directions.

**Plans for a VIVID experience**

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Welcome

WELCOME to KPMG Family Business feature articles, which I hope you enjoy reading. If you would like to discuss these articles or how KPMG can help with your business, please feel free to contact me on 9455 9996 or davidpring@kpmg.com.au

Whether you’re an innovative start-up or thriving business, KPMG Enterprise can help you take the next steps to growth. To learn more, contact David Pring on 9455 9996.

It’s not what you see, but how you see it

Together, we can take a fresh perspective.

Welcome

Families that play together, stay together: the secret to SUCCESS for family business

Bill Noye
Michelle de Lucia

You’ve often heard it said: ‘families that play together, stay together’. But now, it seems, this saying has been quantitatively substantiated when it comes to family business success.

Overwhelmingly, families that communicated well, put succession plans in place, actively involved the next generation in the running of the family business and understood the importance of strong governance, both from the point of view of the family, as well as the business, were those that were most likely to transition their business to second and subsequent generations.

Conversely, families that rated internal communication as poor were less likely to pass their business onto other family members. And nearly 22 percent of future leaders rated poor communication as the number one source of family conflict.

The Family Business Survey 2018 from KPMG Enterprise and Family Business Australia (FBA), surveyed mid-market family businesses from two perspectives: that of the current business leader and the next generation. This is the first time the views of two generations in the same business have been canvassed together in any family business survey, anywhere in the world.

These results show that running a successful family business is not just a matter of economics and profits. It also includes a healthy dose of what the survey identifies as socio-emotional wealth (SEW).

This is the value the family puts on relationships both within and outside the family, such as nurturing and mentoring the next generation, as well as activities such as philanthropy and community engagement. In fact, the two are inextricably linked: the higher the SEW, the higher the business’ profit margin, success and sustainability.

This may seem like inspired common sense, but consider another factor: the vision for the family business. Unless present and future generations share that vision, conflict is also likely to arise. Family business founders are likely to be more risk averse and happy with the status quo.

Subsequent generations may be more entrepreneurial, wanting to take the business into new markets or exploring product diversification.

The Family Business Survey 2018 clearly shows the need to balance the knowledge, wisdom and experience of the founder with the appetite for the new displayed by the next generation. Successful family businesses are those that blend these two perspectives. A surprising finding is that 64 percent of the next generation do not believe they are ready to take over the business. That may be because many Australian family businesses are very sizeable and taking over means accepting a huge responsibility not only for the future direction of the business, but for staff and other stakeholders.

Families that instil confidence in next generation leadership and put a management transition strategy in place early are more likely to yield the rewards of sound succession planning.

When family businesses work, we believe they are the optimal business model. The 2018 Survey also shows they are innovative, forward thinking and keen to promote diversity. Although today’s family business leaders are overwhelmingly male (78 percent), when it comes to the next generation of leaders, the ratio is evenly split, 50-50 between men and women.

Corporate Australia may be lagging behind, but family businesses demonstrate their willingness to embrace the next generation of business leaders, regardless of gender.

If you would like to receive a copy of Family Business Survey 2018 please feel free to contact David Pring davidpring@kpmg.com.au.

Article first published by Bill Noye, Partner in Charge, Family Business, KPMG Australia and Michelle de Lucia, Director, Enterprise, KPMG Australia.
In a digital world, do you trust your data?

David Evans and Anthony Coops

With people working in parallel with machines and increasingly yielding autonomy to them through analytics and AI, data is playing a larger role in business decision making.

However, many Australian executives are apprehensive about trusting data and analytics. KPMG’s Guardians of Trust survey reveals one in four C-level executives in Australian organisations don’t trust the way data is used. Australia isn’t isolated. Globally, only a minority of executives have a high level of trust in their organisation’s use of different types of analytics.

A significant proportion have limited trust or active distrust, which includes a reluctance to even use analytics. Worryingly, the trust gap is not reducing with experience or time.

Part of the problem is that it’s unclear who within the organisation has primary responsibility for ensuring the trustworthiness and accuracy of advanced analytics and models. Most say it should be the domain of IT, but responsibility is currently split across a wide range of roles and departments, from data scientists to “all users of data and analytics within the organisation.”

The specialised nature of analytics is an issue. Executives and managers are asked to make major decisions based on the output of an algorithm they didn’t create and don’t always fully understand. AI systems are seen as a “black box.”

Across different departments, trust is lowest among Australian marketing departments. Only 53 percent proclaimed their trust, and 44 percent their distrust. In Australia, Human Resources was the most trusting, at 74 percent, followed by IT departments at 69 percent.

Perhaps IT departments are likely to be more trusting because they have the technical grasp of how the data is gathered and stored. By comparison, as guardians of the customer, CMOs and CXOs understand accurate data relies on a deep value exchange. Accuracy and depth comes with valued connections with your brand, an understanding the unusual improvement for most organisations, in addition to turning data into actionable insights.

Yet it is clear that businesses want the benefits of automation and digitalisation. They need to be able to trust the underlying processes that power those machines.

What is needed is a new approach to data and analytics, building governance of AI into the core business.

Better education

AI systems are seen as a “black box,” which makes it hard for people outside the creator to trust them. As we’ve seen with consumer technologies such as online shopping and chatbots, it can take repeated use over many years to build trust. Education can help bridge this trust gap earlier, demonstrating how and why technology initiatives can empower an organisation.

Board level buy-in

Building an effective framework must be a board priority, from structure, roles and regulations to processes, technology and alliances. There needs to be a more holistic strategy and accountability, which means better alignment at executive level and real collaboration by the people on the ground.

Proactive governance

Data and Analytics needs to be proactively governed in ways that build integrity, quality and effectiveness. This will allow Australian organisations, as well as their global counterparts, to build trust in the technologies that they are staking their future on, and realise the benefits of their investment.

In the digital age, trusted analytics is a critical source of competitive advantage. Because of this, trust in data is critical. Bad data quality has dangerous implications for organisations, with short and longer-term ramifications on staff, suppliers, customers and reputations.

Gone are the days when IT can be the catchall for anything related to technology. Instead, it’s time for the business to take responsibility for its analytics and AI. CEOs and other executives will need to manage machines as rigorously as they manage their people.

Such an approach requires standards and controls that go beyond the operational to also focus on the cultural, ethical and other emerging considerations for managing advanced technology across the enterprise.

As organisations increasingly use data to drive better decisions and their business models, those actively leading in trust and accountability will be most likely to see benefits flow through to the bottom line.

If you would like to obtain a copy of KPMG’s Guardians of Trust survey please feel free to contact David Pring davidpring@kpmg.com.au

Article first published by David Evans, Director, Data Science, KPMG Australia and Anthony Coops, Partner, ASPAC Data & Analytics Lead, KPMG Australia.

Optimistic about growth: a snapshot of the mid-market

Rob Bazzani

The mid-market understands the value of putting customers first and ‘customer-centricity’ is not so much a buzzword as a business priority. This certainly echoes experience across communication channels and employing sophisticated data analytics to understand customer trends. Increasingly, customer service is tailored to individual needs. As demographics shift, this bespoke experience will become especially important to maintain engagement with Millennials, who select organisations as much for lifestyle reasons as commercial ones.

1: Sentiments about growth

The majority of respondents are confident in their companies’ future. However, they expressed concerns over growth opportunities for the global economy. Respondents feared there would be one or two serious economic events for the global economy. Respondents feared there would be one or two serious economic events for the global economy. Respondents feared there would be one or two serious economic events for the global economy. Respondents feared there would be one or two serious economic events for the global economy. Respondents feared there would be one or two serious economic events for the global economy.

2: Technology is a cause for concern, but also optimism

Although the report names emerging/ disruptive technologies as barriers to growth, it is also viewed as an opportunity, and overall, respondents view technology positively. Harnessing tech is a way of offsetting cost-reduction and increased efficiency, improved products, providing greater service and customer-centricity. This certainly echoes the Enterprise experience, with many of our clients taking advantage of technology that is more affordable than ever before.

3: Adaptability, agility and innovation are key to growth and success for mid-market businesses

Respondents view regulatory risk as the number one challenge but the mid-market is also perceived as nimble and more ready to adapt to change than larger, corporate ‘dinosaur’ industries. Industries are becoming disruptors and this carries a degree of risk, which the mid-market is willing to embrace. This sector is also taking advantage of public perceptions of trust. Many customers and communities prefer to deal with smaller, local, organisations. They have more confidence in them to deliver services, keep their promises and protect their reputation.

4: Customer-centricity is top-of-mind for mid-sized businesses

The mid-market understands the value of putting customers first and ‘customer-centricity’ is not so much a buzzword as a business priority. This certainly echoes the Enterprise experience, with many of our clients taking advantage of technology that is more affordable than ever before. This carries a degree of risk, which the mid-market is willing to embrace. This sector is also taking advantage of public perceptions of trust. Many customers and communities prefer to deal with smaller, local, organisations. They have more confidence in them to deliver services, keep their promises and protect their reputation.

The value held in the mid-market is reason for optimism and growth.

5: Mid-sized businesses are divided in their perceived readiness for cyber-attacks

Cybercrime is on the rise. One third of report respondents were uncertain as to their cyber readiness; a concerning figure. Small to medium-sized businesses may not feel they are big enough to be targets, however they are at risk for precisely this reason and must be prepared to invest in preventative measures to protect their businesses.

Over the next decade, the mid-market has the opportunity to transform itself into a new world order that’s profitable and customer-centric. But investment in technology over the next three-five years will be crucial to achieve their vision.

If you would like to obtain a full copy of the report, Growth 2.0: A snapshot of the mid-market please feel free to contact David Pring davidpring@kpmg.com.au

Article first published by Rob Bazzani, National Managing Partner, Enterprise, KPMG Australia.

USTRALIA’S mid-market is often referred to as the engine room of the nation’s economy, employing nearly a quarter of all Australians and responsible for almost 40 percent of Australia’s business revenue.

But what do they really think? KPMG Enterprise and Fairfax Media collaborated to research the issues of prime importance and concern to the mid-market.

The research highlights five priority issues:

1: Sentiments about growth are broadly optimistic

The majority of respondents are confident in their companies’ future. However, they expressed concerns over growth opportunities for the global economy. Respondents feared there would be one or two serious economic events over the next few years which will impact consumer confidence. China’s bullish growth was also perceived as an ongoing risk. Overall they feel they are having to work harder to see results with growth viewed as more than financial. Increasing market share, diversifying their business and onboarding new digital technologies are key priorities. The competition for talent is keenly felt and a lack of the right employees continues to be a significant barrier to success.

2: Technology is a cause for concern, but also optimism

Although the report names emerging/disruptive technologies as barriers to growth, it is also viewed as an opportunity, and overall, respondents view technology positively. Harnessing tech is a way of offsetting cost-reduction and increased efficiency, improved products, providing greater service and customer-centricity. This certainly echoes the Enterprise experience, with many of our clients taking advantage of technology that is more affordable than ever before.

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What happens to your DIGITAL wealth on death and incapacity?

The first step is to determine where it exists. Since it can exist locally on a device and/or in a cloud. However, this is then further complicated, as different social media providers have different account terms and different laws may apply due to the international nature of digital wealth. An example is where you want to gift videos or photographs in your Will since whether you can is determined by where they are stored:

- If they are on the digital device (such as your iPad), you can gift them by gifting the device or
- If they are saved in a cloud, the provider’s account terms will determine what is allowed and what happens to them, since such accounts are usually only a bundle of contractual rights.

However, it can be difficult to work this out if you do not know what accounts the deceased had, since the information on the device may be the only evidence to the information in the cloud.

Once the location of the information has been determined, the next step is to work out what rights are associated with that information in the cloud. However, this can be difficult, as the rights differ greatly from one provider to the other, as the following summary shows:

Facebook allows users to decide whether they want their account memorialised or permanently deleted in advance. A memorialised account has the word “Remembering” shown next to the person’s name. Content, such as photographs and posts, remains visible to the audience it was shared with, but the account cannot be changed unless the deceased added a legacy contact. If an option is not chosen and Facebook is made aware of a death, their standard policy is to deactivate the account to be deactivated. Twitter does not have the capability to memorialise accounts. Instagram accounts can be memorialised or permanently deleted in advance. A memorialised account has the word “Remembering” shown next to the person’s name. Content, such as photographs and posts, remains visible to the audience it was shared with, but the account cannot be changed unless the deceased added a legacy contact. If an option is not chosen and Facebook is made aware of a death, their standard policy is to deactivate the account to be deactivated. LinkedIn only offers the ability to remove the profile of the deceased person or their estate. PayPal’s terms mean that only an account owner can close their account, unless the owner is deceased. If the owner dies, PayPal’s terms provide that the executor (or person duly authorised to administer the estate) needs to fax certain documentation to PayPal.

What to do?

In Australia, there is no specific legislation dealing with digital estate and succession planning or the management of digital wealth. This means that there are no clear legal rights in relation to access, let alone ownership, of the online life of a deceased or incapacitated family member.

If they do not have the required password and login details these assets can remain locked away, or sometimes online indefinitely. Even if they have the password, they may be in breach of the service terms of the provider if they use that information.

Elsewhere in the world, the situation is similar, although some jurisdictions are at least trying to address the issues, such as New York’s recently enacted digital asset legislation 10 and in the USA with the model Uniform Fiduciary Access to Digital Assets Act (UFADAA).

This provides a framework for executors and attorneys to follow when seeking access to digital assets and regulations regarding disclosure.

The lack of legislative response to this fast-developing issue in Australia means that there is a lack of clarity for families, and the complex
We’re all ears, not all talk.
Some 21,000 people could be living within one of Sydney’s oldest and largest functioning industrial precincts over the next 20 years.

RED DWYER

The new residents, in towers up to 40 stories, would be alongside commercial and retail space spread over 200,000 square metres, creating about 5000 jobs. They will have access to retail and commercial services and enjoy a park spread over more than eight hectares, along of river frontage of 1.7 kilometres riverfront and other benefits.

These are among the draft plans contained in the Camellia Town Centre Master Plan on a parcel of industrial land fronting the Parramatta River.

The proposed town centre on the north side of the Grand Avenue to the river sits on 40 hectares, or 12.5 per cent, in the north-west section of the 320-hectare industrial precinct just 1.5 kilometres east of the Parramatta CBD.

The Camellia precinct, characterised by a strong industrial history dating back to the 1880s, is now home to a large number of industrial land uses, most notably the former Shell Refinery, now known as Viva Energy, with its fuel terminal, storage and distribution facility.

Other industrial uses and predominantly within the town centre include warehousing and freight distribution, resource recovery industries, manufacturing, offices and retail.

As a consequence of its long industrial development the NSW environment department commissioned a high-level contamination review of the precinct and a remediation study.

“The town centre provides a unique opportunity to regenerate a degraded site that is within close proximity to the Parramatta CBD and directly adjoining the educational opportunities of Western Sydney University, the entertainment opportunities of Rosehill Racecourse and [thanks to a light rail network] the employment opportunities of Rydalmere, Parramatta CBD and Westmead Health and Education Precincts,” the document said.

“The plan will transform an industrial area into a vibrant, connected community with open green space, waterfront parks, and a riverfront promenade for everyone to enjoy,” said Brendan Nelson, deputy secretary, growth, design and programs, Department of the Environment and planning when unveiling the draft master plan.

“This new community will also reap the benefits of the Parramatta Light Rail on its doorstep with a new stop in the heart of the town centre.”

New bridges crossing Parramatta River and Duck River are proposed.

The document said the department would continue to work with City of Parramatta Council, Transport for NSW, Roads and Maritime Services, and the Department of Education to develop a plan which considers the infrastructure needed to service the future town centre.

Camellia and adjoining Rydalmere and Silverwater are the three industrial precincts forming the central part of the Greater Parramatta and Olympic Park economic corridor, with Westmead a major health centre, with a teaching hospital and significant medical research centre in the west and, in the east, Sydney Olympic Park a major sporting, leisure and commercial hub.

Over the next 20 years, GPOP, with Parramatta CBD functioning as its hub, is set to experience significant change and growth, providing housing, health, education, services and knowledge-intensive employment opportunities.
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www.thebusinessawards.com.au
An $8B World Trade Centre proposed for Bringelly could see an employment explosion in Western Sydney and billions of dollars pouring into the region’s economy over the next 20 years.

The proposed site at 203 Greendale Road is located adjacent to one of the properties in the University of Sydney’s Camden Farms in Bringelly. The farms are currently used as teaching and research facilities for Veterinary Science and Agriculture and Environment but the university has already lodged a rezoning proposal for the creation of a mixed-use employment, retail, commercial and residential on the land, according to its submission to the Greater Sydney Commission’s Draft South West District Plan in March 2017.

The Aerotropolis Group says the synergy between the airport, the new World Trade Centre and the university would create huge economic and employment growth in Western Sydney. The development is estimated to generate $13.7B of direct economic output over 21 years according to analysis by PwC. It would hopefully open by 2026 to coincide with opening of the Western Sydney Airport.

The federal, state and eight local governments signed a city deal for Western Sydney on March 8 this year but an implementation plan has not yet been released.

Our future is international

The plan incorporates a range of commercial typologies from side core towers to lower rise aimed at creating sustainable workplaces settings where business can engage with the external environment, connecting with 322 WTCs all over the world.

Education

The site is linked to the University of Sydney, providing the opportunity for educational shared hubs. The development could be a destination for an international education market featuring aerospace technologies. It could also facilitate collaboration between the university and industry.

Public space

A primary civic spine along the north would be connected to the university and the lake, with landscaping and water features providing amenity. This would serve as a central space for community life and connect key spaces and precincts.

Transport

A multi-modal hub would connect all three cities of Sydney with an internal light rail network connecting with the university and future developments east of the site. The network would support alternative energy vehicles and there would be a metro rail network through the development and the airport.

Residential

There would be a mix of high and low density sustainable residential dwellings creating a village sense of community with price settings to include low cost housing and short-term stay accommodation. It is anticipated hotel accommodation would be developed.

TERRY COLLINS

SUBMITTED to the NSW Department of Premier and Cabinet by the Aerotropolis Group and planned by Woods Bagot, the development would comprise four WTC towers, an international convention and exhibition centre, commercial areas for large multination companies, an innovation and incubation centre for start-up companies, retail spaces and residential areas.

The Aerotropolis Group, which has acquired a licence to establish a World Trade Centre in Sydney, has proposed the development for a 120 hectares parcel of land just three kilometres from the proposed Western Sydney Airport.

The development aims to create an ecosystem to promote international trade, economic activity and employment by connecting Sydney with 322 other cities in 87 countries across the world with the WTC network. It also aims to be a net zero carbon precinct, through energy production, storage and use on site.

Lead architect at Woods Bagot Neil Hill said the new Western Sydney Airport and the realization of the Greater Sydney Commission’s strategy for the Western Parklands City provided an ‘extraordinary opportunity to conceive urban development’.

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More awards success for Gremmo Homes

HILLS based Gremmo Homes have been announced the Winner of the 2018 HIA–CSR AUSTRALIAN HOUSING AWARDS People’s Choice Home of the Year for their display home at Bella Vista. The same display home was also recognised as the Winner of the 2018 Outdoor Project of the Year. These results add to Gremmo Homes’ recent success at the HIA–CSR NSW Housing Awards where their display home was the Winner of the Home of the Year Award, as well as Display Home of the Year, Outdoor Project of the Year and a finalist in the Kitchen and Bathroom category. Gremmo Homes also achieved fantastic results at the recent NSW Master Builders Association Awards where their Display Home was awarded as Display Home of the Year and Display Pool of the Year. Gremmo Homes was also a finalist in the Master Builder of the Year Category. These awards are a recognition of the outstanding efforts of the firm’s team of designers, office staff, tradesmen and suppliers. “We are truly fortunate to have such a talented group of people to work together with. We are honoured to accept these awards on their behalf and we thank them for their hard work and dedication,” said director Richard Gremmo. Visit their display home at 106 Edgewater Drive Bella Vista from Friday – Monday, 10am – 5pm. www.gremmohomes.com.au

Gremmo’s award winning home.
From breakdown to breakthrough

TERRY COLLINS

SEVEN years ago, Leanne Faulkner spent three months on her couch, too immobilised by depression to report for work at the multi-million dollar company she had built from scratch.

Searches online for help proved fruitless. Although there was plenty on offer for employees who were struggling, there was no visible support network for small business owners facing mental health challenges.

Fast forward a few years and Ms Faulkner is now one of Australia’s strongest advocates for mental health support for small business owners, working with governments and industry to provide a network of support for those struggling to run their own companies.

“In 2004 I had started my company, Billie Goat Soap, from my own home and for the first few years we experienced rapid growth,” Ms Faulkner said.

“But in 2011 things started to slow. Like everyone else, we were impacted by the Global Financial Crisis. Aussies weren’t spending and retail was in trouble all over. I had to make some hard decisions – had to make people redundant and have serious talks with the bank.

“I began to think that because the business was failing, that meant I was a failure.

“Even though I was making the best decisions I could and forces outside my control were at play, I had very dark thoughts. I would cry on the way to work and have to leave meetings because I was too distressed.

“I had taken the business from $24,000 in the first year to a multimillion-dollar company and was even named NSW Business Chamber’s Business of the Year in 2011.

“But I still ended up on that couch for three months, unable even to bring myself to go into the office of the company I had built.”

Ms Faulkner eventually sought help and managed to return to work, before finally selling the company later that year.

“But I was consumed by the lack of support for other small business owners going through what I had gone through,” she said.

“There are more than a million small businesses in Australia and these owners are doing long hours, under enormous financial stress, trying hard to find a work/life balance.

“I realised it wasn’t just about me – so started searching for support groups in earnest.

“There was lots of support around for workers, and for the general public but not for the small business operators.”

And so began her one woman quest to work with governments and organisations such as the Mentally Healthy Workplace Alliance and the National Health Commission to set up a network of mental health support for the small business owner.

One of her first successes was the establishment of the Heads Up program through Beyond Blue – offering support to individuals involved in running small businesses.

And she is now working on a mental health strategic plan, identifying the stresses which come into play when running a small business, outlining the symptoms of mental health problems and outlining strategies to overcome them.

“I hope also to include information on strategies for returning to work after an absence caused by mental health issues and continue to agitate for a network of support for these struggling small business owners,” she said.

She has set up her own website offering various short courses and soon to include a Skype counselling service, a business mentoring service and training courses on how to care for your mental health and build a mentally healthy small business.

To find out more about the services Ms Faulkner has on offer go to www.fortitudeatwork.com.au

If you need immediate mental health help, go to www.headsup.org.au

Road to recovery: Leanne Faulkner is one of Australia’s strongest advocates for mental health support for small business.
Complaints against councils slide 50%

But Auburn remains one of the worst

[Paragraph about complaints against councils and Auburn's case]

Cameras installed at Galston Gorge

[Paragraph about new camera technology at Galston Gorge]
The atmosphere was electric as Blacktown's business people crowded into Blacktown Worker’s Club on Tuesday, June 5 for the annual Local Business Awards presentation night.

Fabulous frocks, cheers and tears (of joy) were the order of the evening as the winners of this year’s Blacktown Local Business Awards celebrated their success. As always, the highlight of the night was the announcement of the Business of the Year.

Quakers Hill Veterinary Hospital took home the coveted trophy, having already claimed the Best Pet Care title earlier in the evening. Acceptance speeches ranged from teary and emotional to wildly humorous but they shared one thing in common – the heartfelt gratitude of the recipients to the staff, customers and community that support them.

The celebration evening was held at Blacktown Workers Club, as hundreds of finalists and their guests enjoyed a three-course meal and entertainment by William Motonuu, Kirrah Amosa and Alex Marcel.

Western Sydney Business Access was on hand to capture all the excitement as the finalists were announced, complete with images on the big screen, followed by huge cheers as the winners’ names were read out and they took to the stage to claim their trophies.

Executive Building Group principal Nathan Heta was named Business Person of the Year, while the Youth Award went to Angus Tyson of Riverstone Family Dental.

Awards founder and Precedent Productions managing director Steve Loe said the evening was a huge success. “There was an electric atmosphere throughout the night,” he said. “The finalists’ excitement was palpable and, as always, people celebrated not just their own success, but cheered for everyone else in the room.

“It was a sell-out event, as always, which goes to show just how popular the Blacktown Business Awards are with the community.”

“Our MC Paul Hancock kept the evening flowing smoothly and numerous people came up to me during and after the event to say how much they enjoyed themselves. An ever-popular crowd favourite, Paul is hugely excited to bring the Awards to the Blacktown area for another year.”

Mr Loe congratulated all the winners and finalists on their success.

“The Local Business Awards exist to recognise the vital role business people play in the lives of their communities.

“While only one business from each category can be recognised as a winner, the achievements of all finalists are worth being recognised and celebrated.

“As official media partner for the Blacktown Local Business Awards, Western Sydney Business Access has published a winners’ feature in this month’s edition that recognises all category winners from the presentation evening.

“Of course, the awards are only possibly with the support of major sponsors Nova Employment, Blacktown Workers Club, Homemaker Prospect and Blacktown City Council, our support sponsors Westpoint, Seven Hills Plaza, Stanhope Village, Woodcroft Village, Breed Business centre and Blacktown Rotary Club, as well as our media partner Western Sydney Business Access.

“Their involvement proves their commitment to their community and the businesses that thrive there.”
Blacktown's BOLD Future

Blacktown City Council’s ambitious ‘Transforming Blacktown’ plan to deliver the City a future as a modern metropolitan centre is moving ahead.

“We want to make Blacktown a modern, inspirational City that residents and businesses are proud of, a City that becomes a magnet for economic growth,” Blacktown City Mayor Stephen Bali MP said.

“Developing the Warrick Lane precinct and securing a university campus in Blacktown CBD are transformational projects which outline Council’s practical approach to achieving the community’s aspirations for the City.”

The Warrick Lane Masterplan will be a major step forward in revitalising the Blacktown Central Business District.

“The Warrick Lane precinct will be developed as a commercial and residential hub in Blacktown CBD serving to attract further high-quality, sustainable development,” Mayor Bali said.

“The transformation of the Warrick Lane will feature key infrastructure: car parking, commercial office and retail space, and public open space.

Specialised consultants have been appointed for the project and Council is expecting the approval of the planning document by the end of this year so work on the first stage, an underground car park, can start in the middle of next year.

More people moved into Blacktown City than any other city in in NSW last year.

“It is important for Council to make the changes necessary to ensure the City is prepared for more than $20,000 people expected to be living here by 2036,” Mayor Bali said.

A major multi-faculty university campus in Blacktown’s Central Business District is an important aspect of transforming Blacktown City Centre.

“Western Sydney’s growing student population is not well-serviced by existing universities. Today, Blacktown City has 18,000 university students but no university campus.

“Council has engaged with university Vice-Chancellors in NSW and will invite interest in the project from universities across Australia and internationally,” Mayor Bali said.

“A fully-integrated university campus will enable greater access to educational and economic opportunities to Blacktown City residents.”

“Blacktown CBD is ideally suited to home a modern fully-integrated university campus.”
Fratelli Pizzeria took home the award for Outstanding Restaurant at the Blacktown Local Business Awards. For owner Karim Javed, it was proof that his dream of running a quality pizzeria restaurant was a success.

“Prior to opening Fratelli, I worked nine seasons on the Greek island of Mykonos as a PR Manager and head of promotions. “Between seasons I travelled extensively through Europe. As a result of this, it’s always been my ambition and dream to introduce to Australia a pizzeria/restaurant with the same mindset - fresh food, family orientated and fun.”

“Originally, I was guided by a long-time friend, raised in three generations of orientated and fun. To that I added my experience from travels and a little tweak of my own family recipes.”

We established Fratelli Pizzeria three years ago. We started as mainly takeaway, with a small amount of seating.

“In response to numerous requests, we extended the restaurant to the next-door premises, thus reintroducing a spacious comfortable dining experience as well as a venue big enough to cater for parties and functions up to 80 people.”

“Riverstone is a small but growing area as part of the Rouse Hill development and surrounding areas. “We appreciate the support of our locals and we endeavour to give them the support back.”

“Wherever possible, Fratelli reaches out to employ local residents for training and positions. Most of our meats, chicken and produce are purchased from local and surrounding areas. “We are proud sponsors of: The Riverstone Under 16’s Razerbacks Rugby Team; an up and coming professional athlete, Youth Dance School, The MS walkathon and we are always happy to donate to any charities at schools in the area. We also throw an annual Community Christmas party.”

“In association with other businesses, we have held a successful charity evening for The Cystic Fibrosis Foundation, “We found this very exciting and very rewarding for them, and moving forward would welcome any inquiries to support like associations.”

“As a further request from patrons, we have now extended our business hours to open Monday evening to put an end to the dreaded Mondayitis when nothing is open. “Our mission is always to offer our patrons a warm family-friendly, fresh food experience that’s always welcoming of children.

Our main goal is to bring people together through good food and an environment that you feel at home. “To us you are not a customer you’re family.”

Fratelli Pizzeria is at 58 Garfield Rd East, Riverstone. Call 9627 2700 or visit them on Facebook Fratelli Pizzeria-Riverstone.

“Our large screen and projector offers a variety or comforts from simple scenery to background movies, slideshows via USB for functions, or business meeting presentations.

“Moving forward, we are hoping within the next few months to introduce home delivery.

“Like everything in our business, we don’t introduce it until we’ve got it perfected.

“Our main goal is to bring people together through good food and an environment that you feel at home. To us you are not a customer you’re family.”

Stephen Bali is Mayor of Blacktown City.
Congratulations to our finalists in the 2018 Blacktown City Local Business Awards

**Beauty Services**
- Isabella Nails

**Cafe**
- The 7th Corner Café
- Coffee Connections Sydney
- Leaf Café

**Fast Food / Takeaway**
- Subway

**Florist / Plant Retail Store**
- Seven Hills Angel Florist

**Fresh Food**
- The Brothers Fish Market
- Hills Fruit World

**Hair Dresser**
- Wakht Custom Hair Design

**Health Improvement Services**
- Specsavers

**Home Furniture & Furnishings**
- Homemoods

**Jewellery & Fashion Accessories**
- Prouds The Jewellers

**Pharmacy**
- Priceline Pharmacy

**Service & Trade**
- Andrew Express Dry Cleaning

**Specialised Retail Business**
- Flight Centre
- Helloworld

**Women’s Fashion Store**
- CJ Glamorous
- Millers Fashion Club
- Noni B
- Shoe Life
- Suzanne Grae

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P: 9621 3144  facebook.com/sevenhillsplaza
sevenhillsplaza.com.au
**Awards make it all worthwhile**

**PUMP Station Fitness** Seven Hills owner Sheridan Wardle said she was thrilled and honoured to be named a finalist in the Blacktown Local Business Awards.

“Our instant thoughts were also that hard work really does pay off,” she said. It was the first time the Seven Hills gym had entered the awards after opening its doors two years ago.

Ms Wardle said the award was a recogni-
tion clients that they appreciated and respect-
ed the team and its passion and love of what they did.

“It makes all the sacrifices owning and operating a 24/7 gym worthwhile,” she said. The local community are a diverse range of people, all with such an enthusiastic and friendly spirit.

“They come together from all different walks of life, forget about their stresses and work hard on themselves for an hour or two. We are so happy that we are able to provide a friendly and approachable environment and the opportunity to help people better themselves through health and fitness.”

“Thank you for your loyalty, thank you for your support and most of thank you for believing in us.”

“Everyone is welcome to come down to Pump Station Fitness and see what a great family, fun, fitness community we have created.”

Pump Station Fitness is at 115 Best Road, Seven Hills. Call 0404 421 155. Visit: https://www.facebook.com/pumpstationfitness/

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**Junaya Family Development Services**

Junaya Family Development Services (Junaya) is a community based, not-for profit organisation for families with children 0-18 years old. Based in Blacktown, Junaya also provides a specialist project to support families with children and/or young people experiencing learning difficulties and or challenging behaviours within Western Sydney.

Junaya offers a range of evidence based programs and services inclusive of:

- Information and Referrals.
- Case planning and Case management options.
- Educative Group work programs and workshops for parents, carers, children and young people.

Junaya strives to maintain exceptional practice principals, that are client centred and strength based. We are committed to and work with a whole of family approach to provide every possible opportunity to further empower all family members to reach their full potential.

**02 9621 3922 | www.junaya.org.au**

P.O. Box 8481 BLACKTOWN NSW 2148

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**The Cutting Room is a style leader**

The Cutting Room in Riverstone is where magic happens according to its dedicated team of hair stylists.

“We do hair, we love hair. We love having fun but we take our profession seriously.”

That’s the message from The Cutting Room’s team, which prides itself of its involve-
ment in the community.

The Cutting Room offers a small, intimate salon where clients can enjoy some ‘me time’ and leave looking and feeling amazing without spending a fortune.

Visit www.thecuttingroom.net.au.

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**Quality & Innovation in Healthcare**

The staff & management at Blacktown Family Medical Centre would like to thank all of their valued clients and patients for their continual support and nominations for the 2018 Local Business Awards.

BLACKTOWN FAMILY MEDICAL CENTRE
117 – 119, MAIN STREET, BLACKTOWN 2148

Phone (02) 9671 8500 | Website: www.blacktownfamilymedicalcentre.com.au

Open 7 days - Mon-Fri 8am - 9pm, Sat & Sun & Public Holidays 9am - 6pm

BULK BILLING

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**The team at Pump Station Fitness.**
If you can’t eat it, don’t sell it

KEBAB Express started from humble beginnings. Since the age of 25 Seval and Cihan Genc have been tirelessly working 15 hour shifts a day. Despite having two children, they still manage to work hard in serving delicious gourmet Turkish food to people from all cultures. Quality and customer service have always been the two things they strive for. They stick to the motto: “If you can’t eat it, don’t sell it.” They treat every single person who walks through their doors as family, almost like welcoming them to their house. Staff are employed based on their attitude, as well as experience in the food industry. It’s important they share the same attitude when it comes to providing exceptional customer service.

In 2015 Kebab Express ranked in the top three kebab shops in Sydney for having the best Halal Snack Packs (HSPS). With this came the fame. They attracted lots of media and Facebook recognitions. In 2016, Kebab Express introduced the first ever Halal Snack Pack pizza. They were featured in ‘Rapt’ for a Halal Snack Pack Challenge on YouTube for having one of the best Halal Snack Packs in Sydney.

“We would love to express our appreciation to everyone for your ongoing support and welcome those who are yet to give us a try,” Mr Genc said.

Kebab Express is at 14/10 Sunnyholt Road, Blacktown. Visit www.kebabexpress.com.au

Join the Fitness community

THE Anytime Fitness Quakers Hill team is dedicated improving the health and fitness of all clients. Whatever fitness means to you, you’re welcome here at Anytime Fitness Quakers Hill. Join Anytime Fitness Quakers Hill and you’re joining Australia’s biggest fitness community.

There’s all the equipment you need to push yourself harder, with both cardio and floor training areas. Our expert personal trainers will keep you motivated and on track to reach your goals.

What’s more, the name means what it says, with the gym open 24 hours a day, seven days a week.

Anytime Fitness is at 216 Farnham Road, Quakers Hill. Call the team on 9626 3956 and follow them on Facebook @AnytimeFitnessQuakersHill.

Bing Lee making homes beautiful

LOCATED at the Homemaker Centre in Prospect with plenty of front-of-store parking, our 1400 sqm Prospect store has a great range of home electronics products and experienced staff to help you with your next purchase.

You’ll find a wide variety of cooking solutions, Miele and Asko laundry amongst many other great brands and products. Check out the range of audio products to complement your large screen TV, or select from a wide range of coffee machines with pods to automatic bean grinding units. Whether it’s a new PC or a new Smart TV you need, the staff are ready to help you.

Bing Lee Prospect is at shop 29 Homemaker Centre, 19 Stoddart Rd, Prospect. Call 9781 3130 or visit www.binglee.com.au/stores/prospect.

WESTPOINT CONGRATULATES

OUR AWARD FINALISTS

BEAUTY SERVICES
The Body Shop
Laser Clínicas Australia

CAFÉ
Nama’s Café
Cafe LeLunar

FAST FOOD/TAKEAWAY
Atlantic Fish and Chips
Subway

FLORIST/PLANT RETAIL
Flower Seasons
Ships Florist

FRESH FOOD
Costi’s @ Westpoint

HAIRDRESSER
Hair Industrie

HEALTH IMPROVEMENT SERVICES
Speccavers

JEWELLERY & FASHION ACCESSORIES
Prouds The Jewellers
Pandora
Angus & Coote
Bevilles
Gregory Jewellers

NEW BUSINESS
Vic’s Chicken

PHARMACY
Chester & Jake’s Pharmacy

RESTAURANT
Crystal Chinese Restaurant

SPECIALISED BUSINESS
HCF
Golden Globe Travel
FoneSolution

WOMEN’S FASHION
Rockmans
Autograph
Jeanswest
Millers
Forcast
Hard work pays off for Zeko

The team at Zeko Mediterranean Cuisine were excited to be named a finalist in the Blacktown Local Business Awards. “This is very exciting for us, as it allows us to know that all the hard work an effort we put into our daily practices is being appreciated and recognised by our customers and our local community,” owner Dejan Zeckaran said.

“This is our second time as finalists and we hope that it continues over the years. “We always aim to do the best and to ensure we are catering for all customer needs and looking at continuous improvement.”

Mr Zeckaran said the awards were an advocate for the restaurant and all the hard work that his family, staff and himself had put into it every day. It also allows us to see where we stand in our community, and gives us a chance to communicate and network with other business owners.”

2018 HONOUR ROLE

Automotive Services
Powerhouse Auto Electrical
Bakery/Cake Shop
Cake Evolution
Beauty Services
Adeva - The Art of Beauty
Bedding Store
Snooze - Homemaker Prospect
Butcher
Mardon Meats - Kings Langley Shopping Centre
Cafe
The Seventh Corner Cafe - Seven Hills Plaza
Child Care Services
Little Explorers Early Learning Centre - Blacktown
Electrical Appliance Store
The Good Guys - Homemaker Prospect
Fast Food/Takeaway
Atlantic Fish and Chips - Westpoint Blacktown
Fitness Services
Pump Station Fitness
Florist/Plant Retail Store
Stylish Blooms - The Ponds Shopping Centre
Fresh Food
Costi’s @ Westpoint - Westpoint Blacktown
Hairdresser
Workers Haircare
Health Improvement Services
Finesse Dental - Stanhope Village
Home Furniture & Furnishings
Nick Scal Clearance Outlet - Homemaker Prospect
Home Improvement & Hardware
Ozinn
Jewellery & Fashion Accessories Store
Pandora - Westpoint Blacktown
Most Inclusive Employer
Blacktown Women’s & Girl’s Health Centre
New & Used Motor Vehicles
Cumberland Ford
New Business
H & H Limousines
Performing Arts
Studio Dance NSW
Pet Care
Quakers Hill Veterinary Hospital
Pharmacy
Terry White Chemist - Stanhope Village
Professional Services
Gerard Malouf and Partners - Blacktown
Real Estate Agency
LJ Hooker - Blacktown
Restaurant
Fratelli Pizzeria
Service & Trade
All Concrete SDL
Sole Trader
Helen Peiris Music Studio
Specialised Business
Ready Steady Go Kids Stanhope Gardens
Specialised Retail Business
Flight Centre - Seven Hills Plaza
Women’s Fashion Store
Millers Fashion Club - Seven Hills Plaza
Business Person of the Year
Nathan Heta, Executive Building Group
Youth Award
Angus Tyson, Riverstone Family Dental
Business of the Year
Quakers Hill Veterinary Hospital

This team can paint anything

Whether you want to paint your home for profit or pleasure, the team at Your Local Painter is ready to help. Their focus is on building relationships with clients and providing quality finishes. The team has been carefully chosen team and not only has many years of experience between them, but focuses on attention to detail and has passion for a job they all love. Your Local Painter prides itself on its prompt service, communication, reliability and affordability.

The team takes great pride in its work, offers a 100 per cent workmanship guarantee, only uses Dulux quality trade materials and is Dulux accredited. Helping clients make the difference they want to make from maximising profit to maximising the pleasure of having a freshly painted home is what the team strives for.

People thinking of putting their home on the market is invited to call Your Local Painter’s team for an obligation-free quote.

They can paint anything from walls, ceilings, kitchen cupboards, bathroom tiles, garage doors and fences and much more that will add value to your property.

Call Your Local Painter on 9631 5911 or visit www.yourlocalpainter.net.
All finalists 2018

Automotive Services
• Rod Bowen Prestige Smash Repairs
• Seven Hills Smash Repairs
• Xtreme Car Audio
• Motorcare
• Blackshaw Automotive Repairs NSW
• Automotive Excellence
• L&M Smash Repairs
• Hills Motor Repairs
• Powerhouse Auto Electrical
• Diesel Conversions Australia
• Vanquis Motsocraft

Bakery/Cake Shop
• Baker’s Perfection
• Bakers Delight - Stanhope Village
• Woodcroft Bakery - Woodcroft Shopping Village
• Donut King - Stanhope Village
• Angel’s Bakery
• Tarni’s Cake Studio
• Cake Evolution

Beauty Services
• The Body Shop - Westpoint Blacktown
• Fresh Nails - Stanhope Village
• Adera - The Art of Beauty
• Wax House by Simone
• Laser Clinics Australia - Westpoint Blacktown
• TipToes Nail Spa
• Isabella Nails - Seven Hills Plaza
• Ibrows Experts - Stanhope Village
• Intense Beauty and Makeup

Bedding Store
• Sleepy’s - Homemaker Prospect
• The Sleeping Giant - Homemaker Prospect
• Sweet Dreams - Homemaker Prospect
• Original Mattress Factory - Homemaker Prospect
• Suozone - Homemaker Prospect
• Atlantic Waterbeds

Butcher
• Woodcroft Quality Meats - Woodcroft Shopping Village
• Marden Meats - Kings Langley Shopping Centre
• Laler Park Deli
• Riverstone Meat Company
• Al Madina Halal Meats

Cafe
• Gloria Jean’s Coffees - Stanhope Village
• Nadzis Cafe - Westpoint Blacktown
• Pappas Nutthouse Cafe - Prospect Shopping Village
• The Seventh Corner Cafe - Seven Hills Plaza
• Coffee Connections Sydney - Seven Hills Plaza
• The Coffee Emporium - Stanhope Village
• Cafe 26 Food and Beverage
• The Leaf Cafe - Seven Hills Plaza
• Cafe Lahanar - Westpoint Blacktown
• Top Fuel Food & Beverage
• Young Lions Cafe
• The Barista’s Shed
• Cafe BCM
• Gloria Jeans - Stanhope Gardens

Child Care Services
• Children First - Alpha Street
• Sweet Angels Family Day Care
• Country Life Childcare Centre
• Little Explorers Early Learning Centre - Blacktown
• Nancy Poppins Schroeder
• Wesley Out of School Hours Care
• Uniting Grantham Heights Early Learning - Seven Hills
• Tina’s Kindergarten
• Clowd Childcare & Early Learning Centre - Blacktown
• Ready 2 Learn Early Education Centre
• Kid’s Early Learning Blacktown City
• Kid’s Early Learning Laker Park
• Blacktown Anglican Child Care Centre
• Kid’s Early Learning Quakers Hill Day Care

Electrical Appliance Store
• Harvey Norman - Blacktown Mega Centre
• Jing Lee - Homemaker Prospect
• The Good Guys - Homemaker Prospect
• J&B Computers Blacktown - Blacktown Mega Centre

Fast Food/Takeaway
• Chicken King - Woodcroft Shopping Village
• Atlantic Fish and Chips - Westpoint Blacktown
• Subway - Seven Hills Plaza
• Subway - Westpoint Blacktown
• Sahara Street Food
• Crust Gourmet Pizza Bar - Blacktown
• Paradise Charcoal Chicken Marsden Park
• Jay’s Takeaway
• Pizza Hut - Woodcroft Centre
• Teresa’s Sopas & Catering
• Express Kebabs
• Nick’s Takeaway

Fitness Services
• Vigor Ladies PT Gym
• Blacktown Aquatic Centre
• Blacktown Leisure Centre - Stanhope
• The Good Life Health and Fitness
• Anytime Fitness - Quakers Hill
• Anytime Fitness - Blacktown
• Riverstone Swimming Centre
• F45 Training - Seven Hills
• Pump Station Fitness

 Florist/Plant Retail Store
• Blacktown Florist
• Seven Hills Angel Florist - Seven Hills Plaza
• Woodcroft Florist & Art - Woodcroft Shopping Village
• Flower Seasons - Westpoint Blacktown
• Stylish Rooms - The Ponds Shopping Centre
• Eillies Flowers
• Shupa Florist - Westpoint Blacktown

Fresh Food
• The Brothers Fish Market - Seven Hills Plaza
• Costi’s @ Westpoint - Westpoint Blacktown
• Lancaster St Fresh Fruit Market
• Hills Fruit World - Seven Hills Plaza
• Stanhope Fruit Barn - Stanhope Village
• IGA - Doonside
• Picasso Foods Australia

Hairdresser
• The Cutting Room - Riverview Village
• Wahl Custom Hair Design - Seven Hills Plaza
• Bella Beautiful Hair Salons
• Hair By Marri
• Taylah Hair Design
• Undercover Hair
• Fantasy Hair by Amanda
• Workers Haircare
• Hair Industrie - Westpoint Blacktown
• Tapered The Barbershop
• Aspire Hair and Beauty
• Zeha Hair and Co

Health Improvement Services
• Eastbrooke Blacktown GP Super Clinic
• St Martins Village Medical Centre - St Martins Village
• Speccarex - Seven Hills Plaza
• Finest Dental - Stanhope Village
• Blacktown Family Medical Centre
• Main St Family Medical Centre
• Western Sleep Clinic - Maryang Plaza Arcade
• Integrated Chiropractic and Wellness
• Woodcroft Family Medical - Woodcroft Shopping Village
• Physiccare Blacktown
• Genievieve Morkowski Naturopathy
• Prospect Dental Clinic - Prospect Shopping Village
• Speccarex Blacktown

Home Furniture & Furnishings
• Fantastic Furniture - Homemaker Prospect
• Homeland Furniture - Homemaker Prospect
• Flush Leather - Homemaker Prospect
• Nick Scali Clearance Outlet - Homemaker Prospect

Continued on page 33

Quakers Hill Veterinary Hospital is purpose built facility offering premium, personalised care for your pets. With a team of 6 experienced vets, supported by passionate and qualified nurses, you can be sure your pet will get nothing but the best treatment with us. We provide all standard services as well as:
• Digital imaging using state of the art equipment
• Second opinion examinations in ophthalmology, advanced orthopaedics, general surgery and ultrasound
• Sports medicine, acupuncure and holistic therapies
• Reproductive medicine with in house progesterone available also
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• Grooming on-site
• Ample parking

Ph: (02) 9626 9561
www.quakershillvethospital.com.au

LATE NIGHT EMERGENCY Services Available Until 11PM

Opening Hours
Monday - Friday - 8.30am - 7.00pm
Saturday - 8.30am - 2.30pm
Sunday - 8.30am - 1.00pm

Walkins welcome Ample parking

SAVE 10% OFF
on services (Save up to $25.00) on your next visit

QUOTE #9561A

Western Sydney Business Access JUNE 2018
Continued from page 12

• Home Moods - Seven Hills Plaza
• POCO

Home Improvement & Hardware
• Knebel Kitchens - Homemaker Prospect
• Blacktown Building Supplies Mitre 10
• Oxinn
• Bunnings Blacktown
• Hardware & General - Blacktown

Jewellery & Fashion Accessories Store
• Proud's The Jewellers - Westpoint Blacktown
• Pandora - Westpoint Blacktown
• Angus & Cootes - Westpoint Blacktown
• Proud's The Jewellers - Seven Hills Plaza
• Verve Jewellers - Stanhope Village
• Bevilles - Westpoint Blacktown
• Gregory Jewellers - Westpoint Blacktown

Most Inclusive Employer
• B.E. Campbell
• Blacktown Woman's & Girl's Health Centre
• Dallas Kitchen's
• Junaya Family Development Centre
• Razer Back Glass
• Ray's Kitchen

New & Used Motor Vehicles
• Paulino Autos
• Heartland Holden
• Cumberland Ford
• West End Mazda
• Lander Mitusbishi

New Business
• New Vision Financial Services
• Inferno Cheer and Dance
• Le Beauty Affair - Beauty & Makeup Studio
• Jump! Swim School Seven Hills
• Riverstone Family Dental
• Valletta Funeral Services
• Loads Of Fun
• My Peak Performance
• Danielle's Fun faces
• Vic's Chicken - Westpoint Blacktown
• H & H Limousines
• As Clean As A Whistle
• Onroad Driving School
• Lil Kidz Constructions

Performing Arts
• Natasha's Arts Theatre
• Dance Junction
• Studio Dance NSW
• Innovative Dance Co - Shelley Primary School
• Step Up and Dance
• Sonja Dene Dance Studios
• Powerhouse Dance Factory
• Cindy Dance Studio - Blacktown
• Full Force Dance and Cheer

Pet Care
• Family Pet Minding
• Shear Elegance Pet Styling
• Quakers Hill Veterinary Hospital
• Blacktown Area Pet Sitting

Pharmacy
• Terry White Chemist - Stanhope Village
• Priceline Pharmacy - Seven Hills Plaza
• Pharmacy Nutrition Warehouse - Quakers Court Shopping Centre
• Chester & Jake's Pharmacy - Westpoint Blacktown
• Kings Langley Discount Store
• Cincoita Discount Chemist Blacktown
• Barone's Pharmacy - Woodcroft Shopping Village
• Priceline Pharmacy - The Ponds Shopping Centre
• Xtreme Chemist - Blacktown Mega Centre

Professional Services
• Mortgage Choice - Kings Langley
• Gerard Malouf and Partners - Blacktown
• Wealthwise Wealth Management - Blacktown
• Risk Assist Australia - Amaddell Park Shopping Centre
• Little Feather Photography
• Broadcast SEO

Flash Conveyancing
• Galati and Associates
• Titles Strata Management - Western Sydney

Real Estate Agency
• LJ Hooker - Blacktown
• Harrods Property Agents - Blacktown
• First National Real Estate - Blacktown
• Ray White - St Martins Village
• Guardian Realty Schofields
• Ray White Nolan & Iben
• Starr Partners - Riverstone Village
• Blacktown Real Estate
• McGrath The Ponds
• Bennett Cooney Mackman
• Elders Real Estate Blacktown

Restaurant
• Lalor Thai Restaurant
• Nunzios Italian - Quakers Hill
• Panda Kools Chinese Restaurant
• Jade 88 Chinese Restaurant
• Lyton Chinese Cuisine - Stanhope Village
• Crystal Seafood Restaurant - Westpoint Blacktown
• Kumar's Taj Indian Restaurant - Quakers Hill
• Lilly's Restaurant Bar & Function Centre
• Zeko Mediterranean Cuisine
• Vegedelight Restaurant
• Patelli Pizzeria

Service & Trade
• AJB Kitchens
• Andrews Express Dry Cleaning - Seven Hills Plaza
• All Concrete SLD
• Empower Construction
• The Mowing Queen
• Your Local Painter
• Sydney Electrical Contractors
• SHRED X
• Executive Building Group
• Fantasy Tiling Group
• Olympus Electrical
• Bespoke Designer Wardrobes
• Five Star Builders

DaxTech Solutions

Sole Trader
• Technotees
• Helen Ferris Music Studio
• Wedding Flowers by Jody

Specialised Business
• Cool Kids Music Co
• HCF - Westpoint Blacktown
• Family Celebrations
• Hug Tied Wedding and Formals
• Socajoyces - Blacktown
• Aqua Learn to Swim
• Ready Steady Go Kids Stanhope Gardens
• Physio Education
• EMA Finance - Blacktown
• RAMS Home Loan Centre
• World of Pole

Specialised Retail Business
• Stanhope Gardens Licensed Post Office
• Baby Savings Co - Homemaker Prospect
• Watch Plus Jewellers - Woodcroft Shopping Village
• Flight Centre - Seven Hills Plaza
• Helloworld - Seven Hills Plaza
• Threads of Hope Op Shop
• Games Workshop
• BWS - Rainbow Shopping Centre
• Stanhope Newsagency - Stanhope Village
• Golden Globe Travel - Westpoint Blacktown
• ForSolution - Blacktown
• Sydney Stationery Office National

Women's Fashion Store
• Rockmans - Westpoint Blacktown
• Autograph - Westpoint Blacktown
• CJ Glamorous Fashion - Seven Hills Plaza
• Millers Fashion Club - Seven Hills Plaza
• Nous B - Seven Hills Plaza
• Jeanaport - Westpoint Blacktown
• Millers - Westpoint Blacktown
• Forcast - Westpoint Blacktown
• Shoe Life - Seven Hills Plaza
• Suzanne Grae - Seven Hills

Company Founder and Director, Nathan Heta of Executive Building Group. Business Person of The Year Winner for the 2018 Blacktown City Council Local Business Awards.

Nathan earned his depth of knowledge and management skills from exposure to large commercial building projects early in his career. He was mentored by some of the best in the industry and this guidance helped Nathan to see the true value in Building.

Alongside co-Director Mitch Newby, together they have built a trusted and well-established building firm recently relocating to Baulkham Hills.

Working on a wide range of projects, anything from a budget build to a bespoke high calibre build.

FOCUSING ON ENSURING A HIGH LEVEL OF CUSTOMER SERVICE AND A QUALITY BUILD IS PROVIDED. HAVING A THOROUGH UNDERSTANDING OF FAST AND EFFICIENT BUILDING PROCESSES AND A HIGH REGARD FOR SAFE WORK PRINCIPLES, EXECUTIVE BUILDING GROUP PRIDE THEMSELVES ON BEING ABLE TO FULLY SATISFY CLIENT REQUIREMENTS ON TIME AND BUDGET.

"AS A CUSTOM BUILDER WHO CARES ABOUT OUR CLIENT, WE PLACE A SIGNIFICANT AMOUNT OF TIME UNDERSTANDING THE SCOPE OF WORKS, AND WHAT OUR CLIENT IS LOOKING TO ACHIEVE, OFFERING A MORE PERSONALISED BUILDING EXPERIENCE" – NATHAN HETA
Centre helps women and girls stay healthy

Blacktown Women’s and Girls’ Health Centre is a community-based, non-profit women’s health centre, which provides accessible health and wellbeing services for women and girls in Blacktown Local Government Area regardless of their income.

It was also the winner of the Most Inclusive Employer category in the Blacktown Local Business Awards.

The centre offers an holistic approach to understanding, managing and supporting women, girls and the broader community in the Blacktown Local Government Area to make informed decisions about their own health and wellbeing.

This approach is based on feminist philosophy, with an emphasis on respect and empowerment for all women and girls.

The centre recognises that women’s health encompasses the physical, spiritual, environ-
mental, emotional and social wellbeing of women and girls.

Blacktown Women’s and Girls’ Health Centre is at 6 Prince street, Blacktown. Call 9831 2070 or visit womensandgirls.org.au/contact-us/.

The appliance repair specialists

Daxxtech Solutions is a proudly Australian owned and operated company that provides first-class solutions and repairs for home-owners throughout Sydney and its wider regions.

Glen Aldaba and his team provide reliable and cost-effective repairs for SMEG, Omega, Ilve, Chef, Westinghouse, Delonghi, Technika, Baumatic, Electrolux, Blanco, Ariston, Fisher & Paykel appliances and more.

“Our expertise with these brands means we deliver the best service possible, every time,” he said.

“Whether your machine looks broken beyond repair, or just isn’t functioning the way it’s meant to, we’re familiar with appliances including ovens, cooktops, stoves, dishwashers, rangehoods, dryers and microwaves.”

Contact Daxxtech Solutions on 0414 513 445 or visit daxxtechsolutions.com.au.

WE THANK OUR CLIENTS FOR VOTING MAIN ST FAMILY MEDICAL CENTRE AS A FINALIST IN THE 2018 BLACKTOWN LOCAL BUSINESS AWARDS.

Main St Family Medical Centre has offered quality health services in Blacktown since 2012.

We offer a wide range of healthcare services:

- Bulk billing GPs services
- Allied Health Professionals services
- Specialists services
- Dental services
- Pathology
- Radiology
- Health check ups
- Workers Compensations

We pride ourselves in promoting healthcare for blacktown communities and strive to continue to care for our family and our loyal patients.

OUR OPENING HOURS

Monday - Friday 8 am - 8 pm
Sat, Sun and Public Holiday 9 am - 5 pm

P: (02) 8822 7300 F: (02) 8822 7333
www.mainstfamilymedical.com.au

Presented with the Helen Keller Award from the Blacktown Ponds Association for services to the community

02 9831 7055 P: 02 9831 3059
19 Campbell Street, BLACKTOWN NSW 2148
www.harrodsre.com.au
PIZZA, PIDE AND ADANA

OPEN 7 DAYS!

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9am to 1am

Friday - Saturday
9am to 2am

Check out our menu
and order now at

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14/10 Sunnyholt Rd, Blacktown, NSW

WWW.KEBABEXPRESS.COM.AU
Dealer that’s close to Blacktown’s heart

THE team at Heartland Holden is no stranger to success at the Blacktown Local Business Awards.

The Outstanding New and Used Motor Vehicles finalist has not only won its category in 2015 and 2016 but took home the Business of the Year trophy in 2016.

Heartland Holden marketing manager Dianne Bowden Marketing manager said the local business awards had always been very close to her heart.

“Recognition by the local families is the best endorsement to me and my team,” she said.

“I commenced with Heartland Blacktown in February 2015 and we won our first award in 2015.

“It meant a lot to us, as I consider Local Business Award as the best recognition by the local families for all the hard work we put in every day”

Ms Bowden said excellent community spirit, a multinational population and an inclusive attitude were what made Blacktown a great place to be in business.

Her message for anyone considering entering the awards next year was: “Do the right thing by the local community and you will reap the rewards in the long run.”

She thanked the people of Blacktown for their support. “At Heartland Blacktown we have been serving the local community for 52 years.

“Heartland Blacktown is run and managed by third generation and still family-owned and operated.

“Without the local community’s support, we couldn’t have survived for 52 years and I join my hands and thank each and every family for their support.”

Heartland Holden is at 120 Sunnyholt Road, Blacktown. Call 8822 8333 or visit www.heartlandholdenblacktown.com.au.

Family environment helps these students succeed

Helen Perris Music Studio is based in Lalor Park.

The studio’s aim is to provide a relaxed, fun environment, where every student is set up to succeed.

Students are immersed in both the technical and artistic sides of their chosen instrument, with a strong focus on performance techniques.

Many students also explore composition, songwriting and improvisation.

Lessons are tailored to students’ individual needs and the studio fosters a strong sense of community, encouraging students to perform with and for each other whenever possible.

Call 8840 4058 or visit www.helenperris.com.
Was a complete surprise for Helloworld Seven Hills

indy Lee and the team at Helloworld Seven Hills were excited to learn that they were finalists in the Blacktown Local Business Awards. “It was a complete surprise to us all when we were advised we were finalists,” she said. “Our team were thrilled to be recognised for doing something we love. This has been a wonderful experience for us.

“Being nominated has validated our belief in our business and our love for the travel industry. It has really boosted our spirits and made us feel a part of something larger and something very successful.”

“We would like to thank our clients, family, friends and the Seven Hills community for the support we have received.”

“We truly appreciate our client’s decision to choose us to assist with their travel plans and are grateful for the trust they have placed in Helloworld Travel Seven Hills over the past 15 years.”

“We feel privileged to have the opportunity to plan your holidays and we greatly value your business.”

“We look forward to continuing our relationship with you in the future. We would also like to thank the management and team at Seven Hills Plaza.”

“We appreciate being a part of such supportive shopping centre, who have worked with us to grow our business.”


Setting the trend at Schofields

Using authentic Maltese cuisine with a Med Or fan, Limestone Cafe on Railway Terrace is setting the trend in Schofields. Its aim is to offer a place where everyone can enjoy homemade, authentic food and great coffee in a friendly and casual environment.

The menu is eclectic, inspired by the team’s Maltese heritage, modern Australian cuisine and classic French pastries, having a blend of authentic Maltese dishes, pastizzi, and breads, fresh and vibrant Aussie dishes and mouth-watering French pastries.

Quality isn’t a question when there is an in-house bakery.

Limestone Cafe serves all day brekkie dishes such as Big Boy Brekkie, with Maltese sausage, bacon, halloumi, mushrooms, roasted tomato, hash brown and eggs served with toasted Maltese sourdough and a side of homemade cowboy beans.

Lunchgoers can delve into Nanna’s Ravioli tossed in olive oil, garlic, parmesan, parsley and topped with tomato and basil sauce.

Tapas temptations include Arancini la Maltija flavoured with sundried tomatoes and filled with a gbejna, crumbed and fried served with cauliflower puree, or perhaps a slice of Mediterranean pizza with basil, pesto, mozzarella, feta, cherry tomatoes, capiscums, onions, olives and capers.

Limestone Cafe’s main attraction dish is the Fried Rabbit cooked in the in-house made spice blend.

Limestone Cafe offers outside catering and is fully licenced.

It is at 119, Railway Terrace, Schofields. Call 0433 488 967 or visit them on Facebook page at Limestone Cafe.

Verve Jewellers – quality and style

Verve Jewellers is a respected jewellery shop in Stanhope Gardens. It offers an outstanding range of unique jewellery along with some of the finest brands such as Thomas Sabo, Swarovski, Georgini and range of watches and giftware.

Verve Jewellers’ range mainly includes large selection of affordable uniquely designed fashion jewellery. They also have a magnificent range of outstanding diamond jewellery and rings for those precious occasions in our lives, such as engagements and anniversaries, when intrinsic quality should not be compromised.

Verve jewellers is also member of GIA and JAA, a leading-edge Group. Verve Jewellers is at shop 4, Stanhope Village Shopping Centre, Stanhope Gardens. Call 8679 2221 or visit www.vervejewellers.com.au.

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It is at 119, Railway Terrace, Schofields. Call 0433 488 967 or visit them on Facebook page at Limestone Cafe.

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IT’S AMAZING WHAT WE CAN SEE THROUGH YOUR EYES

Eye tests can detect a range of eye and health conditions early

Book a bulk-billed eye test online

Owners Andy and Janet Grant have been proudly servicing the Blacktown community for over 10 years.

WESTPOINT SHOPPING CENTRE
Level 1, next to Telstra, 9621 0033

*Bulk-billed eye tests available when listed on a valid Medicare card without Optometry restrictions.
Main St Family Medical Centre thanks their clients

THE team at Main Street Family Medical Centre was delighted to be named a finalist in the Blacktown Local Business Awards for the third year in a row.

“Th e practice always treat the awards as a special and outstanding achievement in the local community,” practice manager, Desy Rosilawati, said.

“Th e achievement means recognition by the local community as well as promoting local business. It is an opportunity to promote the business as well as bringing together local businesses to celebrate excellence and quality and an opportunity for clients/customers to nominate their favourite local business.

“The Blacktown community has grown exponentially in the past 10 years and its demographic being multicultural allows local business to provide a wide range of multicultural services and to deliver quality customer services/products.

“On behalf of the practice’s team, we would like to thank all of our loyal clients in supporting our practice to continue to provide quality healthcare services to local communities.

Main Street Family Medical Centre is at 67 Main Street, Blacktown. Call 8822 7300 or visit www.mainstreetfamilymedical.com.au.

New Vision shines as an awards newcomer

MAZED is how New Vision Financial Services managing director Chris Brown describes being a finalist in the Blacktown Local Business Awards.

“I am absolutely amazed to be nominated and it is a testament to my clients and all the hard work we have put in since starting the business,” he said.

It was the first time he had entered the awards. As a new business, we were looking for ways to be recognised for the hard work we do and the support we provide to our clients.

“It is recognition that we are doing what we set out to achieve is right. We aim to go over and above for our clients and to be the best finance broker in Australia.”

Mr Brown encouraged other businesses to enter the awards next year. These awards recognise the businesses in the local area who go over and above.

“It is great motivation to continue to improve and succeed. Mr Brown thanks his clients for their support.

“Without our customers, we would not have the business we do today, and I want what to thank each one for their continued support. Thank you to the Local Business Awards for such a great opportunity for locals business’s to shine.”


Thankful: Main St Family Medical Centre.

Blacktown Women’s and Girls’ Health Centre Inc

and North West Sydney Domestic Violence Court Advocacy Service

Blacktown Local Business Awards - ‘Most Inclusive Employer’ 2018

• Blacktown Women’s and Girls’ Health Centre (BWGHSC) is a feminist women’s health service which offers a holistic service provision for the health care of women and girls living in the Blacktown Local Government Area and beyond.
• Women and girls find the Centre to be a safe space for them to find support and healing for emotional and physical issues.
• Counselling and casework are offered every day, at low or cost.
• Through established community partnerships, we provide a free early childhood clinic, free women’s health clinics, free legal support and support for women who are or have experienced domestic violence.
• In addition, we offer an active group program facilitated by health care professionals and health educators, and including regular health talks, exercise and yoga groups, and support groups for resilience building and domestic violence.
• BWGHSC auspices the North West Sydney Women’s Domestic Violence Court Advocacy Service, which enables the Centre to provide additional support for women dealing with domestic violence through the legal system.
• The Centre also offers the services of a remedial massage therapist and a naturopath and nutritionist at very low cost.
• BWGHSC also actively participates in community efforts to raise awareness about women’s health needs and domestic violence and advocates for the health care rights and needs of women overall and especially women and girls in our community.
EVEN Hills Plaza is a long-term supporter of the Blacktown Local Business Awards. Marketing manager Karla Bucy said the awards were special because they recognise and celebrate outstanding local businesses and their personnel who go above and beyond to provide exceptional customer service.

“Being nominated by customers and judged on presentation and performance ensures only the most outstanding businesses are acknowledged, making the awards a pinnacle of success for local businesses,” she said.

She encouraged other businesses to enter next year’s Blacktown Local Business awards. “The awards are a wonderful way to acknowledge your team’s efforts in making your business a success and is a symbol to current and potential customers that your business provides exceptional customer service.

“Seven Hills Plaza congratulates all finalists and winners; their involvement in the awards is a testament to their hard work and dedication.” Ms Bucy said Blacktown was a great city to do business.

“Blacktown City is a vibrant, modern metropolitan centre that is home to a diverse community of businesses and customers,” she said.

“The city provides a wealth of opportunities for businesses to grow and succeed.” Seven Hills Plaza thanks the wonderful community of locals who live, work, and shop in the Hills District. Their support ensures that local businesses are thriving in the area.

“For decades, Seven Hills Plaza has been the local shopping destination for variety and convenience. “As the district has grown, Seven Hills Plaza has grown to ensure it caters to the growing needs of the community.

“Today, Seven Hills Plaza provides a complete shopping experience and continues to transform its offering to better serve the community.”

Seven Hills Plaza is at 224 Prospect Highway, Seven Hills. Call 9621 3144 or visit www.sevenhillsplaza.com.au.

Complete shopping experience at Seven Hills

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Early birthday gift

TERRY White Chemmart Stanhope Gardens is celebrating its 15th birthday early with a finalist spot in the Blacktown Local Business Awards.

Co-owner Maria Kefkrides said the entire team was very excited when the Stanhope Village chemist was named as a finalist in this year’s Blacktown Local Business Awards.

“It’s our 15th birthday later this year, so it’s a lovely time to be acknowledged,” she said.

Ms Kefkrides said Blacktown was a great place to be in business.

“The clients are lovely and it’s nice to have been nominated by them for the awards. We’d like to thank the customers and the staff for their support.”

Terry White Chemmart Stanhope is at shop 9 Stanhope Village, Stanhope Gardens. Call 8883 1988 or visit www.terrywhitechemmart.com.au.

Welcome to DaxxTech Appliance Solutions!

We’re a proudly Australian owned and operated company providing first-class solutions and repairs for homeowners throughout Sydney and its wider regions. We provide reliable and cost-effective repairs for SMEG, Omega, IVE, Chef, Westinghouse, Delonghi, Technika, Baumatic, Electrolux, Blanco, Ariston, Fisher & Paykel appliances and more. Our expertise with these brands means we deliver the best service possible, every time.

Contact Us
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DaxxTech Appliance Solutions

We are a family owned business proudly serving our community for almost 15 years. Our team are very proud to have been voted

WINNER
Most Outstanding Pharmacy
of the year 2018
Blacktown Local Business Awards

DaxxTech Appliance Solutions

We’re a proudly Australian owned and operated company providing first-class solutions and repairs for homeowners throughout Sydney and its wider regions. We provide reliable and cost-effective repairs for SMEG, Omega, IVE, Chef, Westinghouse, Delonghi, Technika, Baumatic, Electrolux, Blanco, Ariston, Fisher & Paykel appliances and more. Our expertise with these brands means we deliver the best service possible, every time.

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Email: info@daxxtechsolutions.com.au
Phone: 0414-513-445
An outstanding new business

H & H Limousines is a local business that started with a passion for cars. It is now the winner of the Outstanding New Business category in the Blacktown Local Business Awards.

Co-owner of the Schofields-based business Damien Hannaford said: “We thought ‘Why not start a business with anniversaries when intrinsic quality should not be compromised. Verve Jewellers offers a magnificent selection of products.”

Call owners Damien on 0416 101 587 and Greg on 0418 248 530 or email h.limousines@gmail.com. Visit them on Facebook H & H Limousines.

Ready Steady Go Kids

Ready Steady Go Kids started in 2004 in a quest to help all children benefit from sport and physical activity.

Today, its classes are run approximately 200 locations across Australia and many more internationally.

The Ready Steady Go Kids multi-sport program was designed by a paediatric physiotherapist and occupational therapist. It aims to enhance children’s gross and fine motor skills, encourage their continued participation in sports and prepare them for the early school years.

The program is designed to build confidence and self-esteem, providing a platform of knowledge and boosting school readiness skills. It incorporates basic counting and colour concepts, encourages team work and sportsmanship, builds social skills and develops listening skills and concentration in a fun, non-competitive environment.

The team teaches 10 different sports rotating every two weeks during the school term which helps children develop a broad range of skills and the variety ensures continued interest in the program.

The Ready Steady Go Kids program caters for children between the ages of 18 months to 6 years.

Its 50 to 45-minute classes are held indoors seven mornings a week at Blacktown Leisure Centre Stanhope Gardens, Parklea Public School in Glenwood and Hills Sports Fitness and Aquatic Centre at Seven Hills.

A free trial is available by booking online www.readysteadygokids.com.au or by call 1300 766 892.

Thank You to our customers

For voting for us in the 2018 Blacktown City Local Business Awards

Jewellery Diamonds

The Highly respected Jewellery Shop in Stanhope Gardens Gardens offering different ranges of jewellery along with some of the finest brands such as Thomas sabo, Swarovski, Georgini and range of watches and giftware. Our range includes large selection of affordable uniquely designed fashion jewellery. For those precious occasions in our lives such as engagements and anniversaries when intrinsic quality should not be compromised, Verve Jewellers offers a magnificent range of outstanding diamond jewellery and rings.

Shop 41/2 Seaview Dr
Stanhope Gardens
Ph: 86782221 Email: info@vervejewellers.com.au
www.vervejewellers.com.au
Member of GI&A and JAA, a leading edge Group.

Helen Perris provides a rich musical education experience tailored for the individual needs of each student. She is proud to have been part of the Blacktown community since 2010, offering a safe space for students to take creative risks.

Helen Perris Music Studio
Piano, Vocal, Music Theory, Composition and Songwriting Tuition in Lalor Park

www.helenperris.com
www.facebook.com/helenperrismusicstudio
ARD work and dedication paid off for the team at Gerard Malouf & Partners when they won the Outstanding Professional Services category at the Blacktown Local Business Awards.

“It is very rewarding when the community recognises the hard work and dedication that our team puts in,” senior workers compensation solicitor George Cham said.

Winning at the awards is not a new experience for the team.

Gerard Malouf and partners has been a finalist numerous times since 2008 and has taken home the trophy five times including this year.

Mr Cham said the best thing about the Local Business Awards was that local businesses were acknowledged for their hard work and dedication to the Blacktown community.

“GMP has been in business in Blacktown now for approximately 19 years. The Blacktown community has always been supportive to our firm.

“We are happy to be a part of a community that is so multicultural and growing. We look forward to growing with the Blacktown community into the future.

“We truly appreciate your trust in our firm to assist you and guide you through some of the most difficult times you will face in your life.”

Mr Cham encouraged other businesses to consider entering the Blacktown Local Business Awards next year.

“Believe in yourself and your business and be proud of what you can offer the community,” he said.

Visit: www.gerardmaloufpartners.com.au

Gerard Malouf & Partners outstanding professionals

Xtreme Car Audio Blacktown is the leading independent car audio and vehicle accessory store in Sydney. Established in 2008, Xtreme Car Audio has been recognised at the local and national awards as a finalist and winner in the Automotive Service Category. In 2015 the Director was the Business Person of the Year winner.

Xtreme Car Audio specialises in in-car entertainment, vehicle security, off road lighting, navigation and Bluetooth systems and car audio. Selling quality products and offering lifetime warranty on all installations completed at the large workshop at 153 Main Street Blacktown. Xtreme Car Audio has a heavy social media presence, being found on YouTube, Facebook, Instagram and Twitter and is always involved in local events, and popular car shows as a sponsor, exhibitor and spectator.

Xtreme Car Audio is open 7 days a week with installations available every day.

The team at Xtreme Car Audio is made up by Enes, Omer, Becky and Jay who are a passionate, professional and experienced group and a very close-knit family.

For all your car audio and accessory needs, call the team at Xtreme Car Audio on 02 8814 9244 or email them at xtreme@xtremecaraudio.com.au.

Becky Tutill (Manager)
Jay Arici and Enes Bozkurt (Directors)
Phone: 02 8814 9244
Email: xtreme@xtremecaraudio.com.au
Website: www.xtremecaraudio.com.au
Preparation ofﬁcers for their life of learning

R E A D Y 2 Learn’s vision is to be a leading Early Childhood Education and Care provider – ensuring innovative and inspiring approaches to early childhood education. At Ready 2 Learn, the team is proud of its approach; empowering children to be strong, capable and resilient, rich in knowledge and potential.

Aligned with that vision, Ready 2 Learn’s high standards and high-quality teaching enable its centres to be rated “exceeding”, which makes it an employer of choice for many aspiring educators.

It is through Ready 2 Learn’s strong connections with its children, families, staff and wider community that it is able to actively seek reciprocal relationships that enhance the opportunity and experiences that are offered to the children across all age groups and all of Ready 2 Learn’s centres.

For more information about Ready 2 Learn’s services and locations visit www.ready2learnearlyeducation.com.au.

Pharmacy a favourite with the community

“I felt amazing” That was the reaction of Choice Pharmacy North Kellyville owner Mohsen Ibrahim after winning the Outstanding Pharmacy category of the Sydney Hills Business Awards.

“It’s a testament to all the staff and the customer service that they provide,” he said.

“It’s good to be acknowledged for all your hard work and service in the local community. It was a huge honour to receive the award.”

Mr Ibrahim previously owned the Choice Pharmacy in Dural, where he and his team won the Local Business Award trophy several years in a row.

“We’ve been in the new site for seven or eight months,” he said.

“The people in the community have been very supportive. They always shop locally and support local business.

“There’s a great sense of community here. I’d like to say a massive massive thank you to the community for its support.

“We’ll always do our best to make sure they’re looked after.”

Fusing authentic Maltese cuisine with Med Oz fare, Limestone Café on Railway Terrace is setting the trend in Schofields. Our aim is to offer a place where everyone can enjoy homemade, authentic food and great coffee in a friendly and casual environment.

Our menu is inspired by our Maltese heritage. Modern Australian cuisine and classic French pastries, having a blend of authentic Maltese dishes, pastizzi, and breads, fresh and vibrant Aussie dishes and mouth-watering French pastries.

Quality isn’t a question when we have an in-house bakery. We serve all day breakfast.

We offer outside catering. We are also fully licenced. For more enquiries, please call on 0433 988 967 or visit our Facebook page at Limestone Café. We are located at 119, Railway Terrace, Schofields.

We believe in sourcing the freshest seasonal produce locally wherever possible to showcase the best New South Wales can offer.

“Where your child is a creative, nurturing secure environment with Educators who are passionate about your child’s happiness, well-being and education.

Our custom designed state of the art centres offer creative and well equipped learning environments.

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SCHOFIELDS
9837 4500 admin@ready2learnsch.com.au

WOODCROFT
9831 1881 admin@ready2learnwoodcroft.com.au

We cater to children from 0 to 6 years of age.

www.ready2learnearlyeducation.com.au
At Tapered The Barbershop we are keeping the legend of the barbershop alive by providing a one-stop shop for all your male grooming needs.

From sophisticated haircuts, fresh fades, beard styling, to traditional cut throat shaves and all facial grooming, Tapered the Barbershop caters to all hair types and styles.

We stock an exclusive range of products including pomades, waxes and beard oils from industry superior brands like Uppercut and Layrite so you can have that barbershop finish when you want.

Our services are priced from $18 so whether you are after a quick trim or want to indulge in the Gentleman’s Deluxe package, at Tapered the Barbershop we make sure that you “look your best by tapering the rest”.

Thank you to our Clients for voting for us in the 2018 Blacktown City Local Business Awards

“Look your best by tapering the rest”

We love what we provide, no fake profiles here. Being “Real” is what we believe in... so should you.

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Creating a better version of yourself

W

SBA asked Tapered The Barbershop how they felt about being involved in the Blacktown Business Awards. How did you feel when you were announced as a finalist in the Local Business Awards?

Completely caught us by surprise the team and I felt extremely humbled and overwhelmed with unexpected excitement heading towards the awards night. Is it the first time you have entered the awards? Yes it was

What is so special about these awards to you?

For myself and the team it meant the world as for our business is so new so to be apart of the night alongside other established, successful business was a complete honour.

Do you have a message for anybody considering entering the awards next year?

To never underestimate your self-worth nor your business also to attend, have fun and to be a part of something great which you also be along others that have started in the same way of business as you have. Everybody goes home winning

How long have you been in business?

Tapered The Barbershop has been in business for 18 months.

What’s so great about being in business in the Hills?

A very busy, competitive area which comes with growth let alone opportunity.

Do you have a message for your clients/customers for their support?

We all at Tapered The Barbershop wouldn’t be where we are today without all the support of our loyal clients and our wonderful family day to day they give us motivation to strive to be better not just as barbers but as people. We strive every day to be better than yesterday we strive to be that little bit different pay attention to the finer details and deliver the goods to our clients without their support we cannot do so. So, we thank you all so very much.

Is there anything else you’d like to add? At Tapered The Barbershop it’s not just a 9 to 5 job it’s our lifestyle one we take seriously and dedicate every minute of our day to deliver the best to you. No matter the goal big or small no matter the day good or bad no matter how high or low or steep a hill may be never give up on your goal your dream always strive to be a better version of your perfect self be confident and be always ready to learn nothing comes easy that’s for sure but why not make the journey fun filled with the ones closest to you! They say love what you do and you will never work a day in your life.

Phone: 98371399

The team at Tapered Barbershop.

We are Australia’s leading sport program for 1.5–6 year olds!

• 10 sports covered
• Low child/coach ratios
• Physio-designed, structured and FUN
• Over 200 locations nationally

Franchise opportunities available

readysteadygokids.com.au
1300 766 892

Blacktown Leisure Centre, Parklea Public School and Hills Sports Fitness and Aquatic Centre.
Fratelli Pizzeria offers the best pizza in Sydney with wide selection for all taste buds including Lasagne, penne, spaghetti and fettuccini.

Fratelli Pizzeria is located in Riverstone, featuring the finest and freshest quality pizza, pasta, ribs and wings. Simply choose from our mouth-watering selection and enjoy the flavour party!

Fratelli Pizzeria also offers functions and facilities for your next event. You are welcome to feast with us or sit back at home with the family to enjoy.

For more information, enquiries and bookings, contact Fratelli Pizzeria today. 9627 2700
2/58 GARFIELD ROAD EAST RIVERSTONE 2765
The team at Executive Building Group is celebrating their win at the Blacktown Local Business Awards.

Company Founder and Director, Nathan Heta of Executive Building Group took home the Business Person of the Year trophy on the night.

Mr Heta earned his depth of knowledge and management skills from exposure to large commercial building projects early in his career. He was mentored by some of the best in the industry and this guidance helped Nathan to see the true value in building.

Alongside co-director Mitch Newby, they have built a trusted and well established building firm that recently relocated to Baulkham Hills.

Working on a wide range of project, anything from a budget build to a bespoke high calibre build, Executive Building Group is known to be the builder that enjoys working on the types of projects that the majority builders tend to steer clear of. Whether it be sloping blocks or BAL Compliant requirements, they thrive on building and enjoy all scopes of work.

Executive Building Group focuses on ensuring a high level of customer service and a quality build. The team has a thorough understanding of fast and efficient building processes and a high regard for safe work principles. They pride themselves on being able to fulfil clients requirements on time and budget.

“As a custom builder who cares about our client, we place a significant amount of time understanding the scope of works, and what our client is looking to achieve, offering a more personalised building experience,” Mr Heta said.

Call 9045 9939 or visit www.execbg.com.au.

Ozinn started its journey 3 years back to import high quality tiles into Sydney. We realized that the market had always been flooded with low quality, cheaper tiles and the moment the quality became good, shops were fleecing customers with extremely high prices for the product. This is where Ozinn decided to offer Sydney-siders with an option to buy high quality tiles but not pay the premium price that they were forced to.

Over the last 3 years, we have based our business on just one rule – deal honestly and keep the integrity. We take pride in the fact that regardless of the situation, we have never deviated from the path that we had chosen and the results are apparent.

We are very pleased to have won the people’s choice award and this vindicates the stand we took. We have always believed that business done fairly will bring in the results. We would like to thank our loyal, satisfied customers who voted for us. We accept this humbly, promising our customer to keep doing what we do best – bring you great products at an affordable price.

- All Types of Floor and Wall Tiles
- All Types of Bathroom Fittings and Joinery
- Kitchen Splashback Tiles
- Bamboo, Laminate and Wooden Flooring
- Full Supply and Installation Service available

www.ozinn.com.au
0430 057 273
5/70 Holbeche Road, Arndell Park

Blacktown Local Business Awards 2018 - 22

Nathan Heta receives his award.

Honoured to have been awarded the Blacktown ‘Home Improvement & Hardware’ Winner 2018
Ozinn a winner in first awards

Ozinn took home the trophy for Outstanding Home Improvement & Hardware business in its first time as a finalist in the Blacktown Local Business Awards. 

“We take it as a great honour and we feel obliged to our customers that have made this happen for us,” marketing director Tejas Sheladia said. “This is our first time in the awards.”

Mr Sheladia said the best thing about the Local Business Awards was that it was “an acknowledgement of the hard work that we put into our business.”

Mr Sheladia said the diversity of Blacktown was what made it a great place to be based in and thanked all Ozinn’s customers for their support.

“We will keep delivering great products to you with focus on price and customer service.”

Junaya supports Blacktown’s families

JUNAYA Family Development Services was a finalist in the Blacktown Local Business Awards Most Inclusive Employer category.

It is a community-based organisation offering Early Intervention Services and support for families with children aged up to 18.

The service also runs a specialised project to support families, parents or carers with children who are experiencing learning difficulties and/or challenging behaviours. It also runs Family Groups for the broader Western Sydney area.

Junaya’s courses empower, effective and potentially transforming strategies, training and resources to enable families to make positive and lasting change in their lives.

Groups for parents and carers include: 1-2-3 Magic and Emotion Coaching, a Caring For Kids with ADHD workshop; Resourceful Independent Skilling Em-powerment program; Engaging Adolescents program; the Positive Parenting Program; and Youth Mental Health First Aid.

Groups for kids and adolescents include: Stop, Think Do, Love Bites; and Re-navigating Anger and Guilty Emotions.

Call Junaya Family Development Services at unit 3, 45 Fourth Avenue, Blacktown. Call 8834 9088 or visit www.junaya.org.au.
GREAT news, Parramatta Light Rail has reached a key milestone, with Stage 1 receiving planning approval.

Stage 1 connects Westmead to Carlingford via Parramatta CBD. Construction is on track to start by the end of 2018 and services running by 2023.

The Greater Parramatta area is experiencing unprecedented growth, with more than 72,000 new homes planned for this region over the next 20 years.

Parramatta Light Rail is an essential part of our plan by ensuring Western Sydney is better-connected, more accessible and liveable as the region rapidly grows.

By 2026 around 130,000 people are expected to live within the light rail catchment area and this is expected to grow to 180,000 by 2041.

With the capacity to move around 9,000 people per hour in peak periods, Light rail will play a significant role in how people move around our region.

A service every 7.5 minutes during peak periods means it will be a simplistic ‘turn up and go’ service, the same system which is seen in major cities such as London. The combination of frequency and reliability will assist in delivering on the concept of a 30 minute city.

Stage 1 covers 12km and connects the major health precinct at Westmead to three campuses of Western Sydney University.
Stage One planning milestone

Continued from page 48

It will also see greater connections to Parramatta North, new revitalised places in the Parramatta CBD, upgraded schools, Telopea Urban Renewal precinct, Rosehill Racecourse as well as the new Western Sydney Stadium, the new Powerhouse Museum and the Riverside Theatres Cultural Hub.

Having the light rail network extend to Westmead will allow greater access to the Westmead Hospital redevelopment, NSW’s largest health infrastructure project, valued at close to $1B.

Further connecting light rail to Parramatta CBD recognises the expanding commercial and public sectors resulting in growth in education, finance and banking, government and retail jobs. A stop at Rydalmere recognises its potential as a technology park, anchored by Western Sydney University and access to advance manufacturing businesses, while the Camellia stop realises the opportunities that will be created following the approval of a new town centre, with 10,000 new homes.

Parramatta Light Rail is one of a number of major infrastructure projects that make up our $80 billion infrastructure pipeline that will benefit our state. We have allocated $1 billion to Stage 1 and will release the final costs when contacts are signed.

Last year we also announced the preferred route for Stage 2 of Parramatta Light Rail. This will be a nine kilometre two-way network connecting Parramatta CBD to Ermington, Melrose Park, Wentworth Point and Sydney Olympic Park.

The preferred route connects to Stage 1 north of the Parramatta River and runs east along South Street and Boronia Street to Melrose Park, south to Wentworth Point via Wharf Road and a new Parramatta River crossing, and on to Sydney Olympic Park to Carter Street.

Stage 2 will have approximately 10-12 stops, with travel times of around 25 minutes from Olympic Park to Camellia, and a further eight minutes to Parramatta CBD.

It will also connect to the future Sydney Metro West underground stations, heavy rail in Parramatta and Olympic Park, and ferry services at Rydalmere and Olympic Park.

A final business case for Stage 2, connecting Parramatta CBD to Ermington, Melrose Park, Wentworth Point and Sydney Olympic Park, is due to be completed by the end of 2018.

Whether you live or work in Parramatta, light rail will link our major jobs centres, including Parramatta CBD and Westmead and our surrounding suburbs.

I will continue to champion for the next stage of the Parramatta Light Rail to connect Carlingford to Epping to complete this missing link.

As the Member for Parramatta I am extremely proud of what will be a game changing infrastructure project for Parramatta and a catalyst for further opportunities in our area.

Geoff Lee announces Stage One of Parramatta Light Rail.

Artist impression of the completed project.

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ABN 65609790829
that it is known what the individual would like to happen to the accounts and digital wealth in the event of their death or incapacity, as if no direction is given, there is no opportunity to give effect to the wishes. This letter could cover:

- Accounts to be closed, deleted and/or all content be erased.
- Material to be downloaded and gifted to named individuals (for example, photos stored on a social media account or site).
- Accounts to be archived and saved.
- Credits, points or cash values to be redeemed and transferred to particular people.
- Lock websites, close down domain names.
- Shut down online stores or online businesses, finalise any outstanding sales or fullfilment of services, direct where revenue is to pass or direct who is to control the online business.
- Provision of passwords and login details to particular people.
- Gifts of digital devices to particular people or directions to erase and destroy devices and drivers.

Incapacity needs to be considered, especially as the need to deal with digital wealth and social media accounts may be more urgent than on death. However, account policies are often less clear regarding what happens on death. Enduring powers of attorney should have definitions of digital assets and digital accounts and powers allowing the attorney to deal with them. Although the document is jurisdiction-specific and this is not strictly necessary under Australian law, if you are dealing with an account provider in a different jurisdiction, this may make them more likely to accept the authority of the attorney.

Wills should have definitions of digital assets and digital accounts and powers allowing the executors and trustees to deal with them — for example, to access, use, delete, control, transfer, sell, manage and distribute. Although it is arguable that the general powers of the executor and trustee in a well-drafted Will will be sufficient for this purpose, this is recommended as a belt and braces approach.

If the client has significant digital wealth in other jurisdictions, it may be preferable to have local Wills and the equivalent of enduring powers of attorney in each jurisdiction with a global Australian Will covering their worldwide estate other than that situated in these jurisdictions. Even if this is not strictly legally required after considering the relevant succession laws of each jurisdiction, it may facilitate the process and possibly lead to a better tax outcome, for example where a jurisdiction has a form of inheritance tax.

If the client has significant digital wealth, subject to the tax implications being considered, an option could be to hold it through a trust structure which does not form part of their estate. However, consideration then needs to be given to who will control the trust on their death or incapacity and who the shares in the trustee company (if there is one) should pass under the Will.

As with all estate and succession planning, regular reviews, at least every 3 years and where this is a significant change in circumstances, are important particularly given how quickly the digital arena is changing.

Key points

- Due to rapid changes in technology, digital wealth is forming a greater proportion of your estate than you realise even where you do not own a digital business, although such business owners will have additional issues to consider.

- Succession law has yet to evolve to deal with the challenges of digital wealth. Many lawyers also do not consider the issues raised by digital wealth.

- The approach to what happens to digital wealth on death and incapacity is similar to traditional estate and succession planning. However, it is complicated by the intangible and often international nature of digital wealth. Lawyers need to ensure that this issue is on our radar, seek to understand what we can and cannot be done in relation to digital wealth on death and incapacity and most importantly, encourage clients to consider this area. This includes advising clients to keep a secure and up-to-date list of digital wealth and accounts and ensuring that the documentation we draft contains sufficient powers to deal with such wealth and accounts. If we do not, we expose ourselves to the risk that a disappointed beneficiary may look to us to compensate for their loss.

Conclusion

It is essential that lawyers consider digital estate and succession planning with their clients given the increased digital wealth of individuals and how quickly this area is evolving. Failure to do so exposes the client to potential delay, disruption or disputes, which may expose the lawyer to claims from disappointed beneficiaries.

This article was originally published on LexisNexis. Visit www.hallandwellcox.com.au
**My response to the dreaded question**

**CLARISSA SEETO-REGUEIRA**

"My child ready for school?" Argh - the dreaded question.

I hold my breath, deliver my professional expertise, close my eyes, and wait, watch, response?

Even after 20 years it never gets easy having to deliver this news.

I have gone from loved one to arch enemy in a matter of seconds as I politely, calmly explain all the reasons why, a child would benefit from an additional year at preschool.

Really, I want to run and duck for cover but this is my job. This is one of the reasons I went to university to be an early childhood teacher, to be the bearer of honest, information, based upon my collected and recorded observations of the child. I have the knowledge and experience in child development but in this moment it’s often forgotten.

What parents don’t understand is that early childhood teachers are looking at the bigger picture. We want the child to have the opportunity to have success throughout their entire schooling years, after all they may spend the next 13 years at school.

Let’s think about this for a minute.

That’s a lot of school and lots of changes occur idea during these years.

Firstly, there’s finding a supportive group of friends, knowing how to make decisions and appropriate choices, sometimes, life altering.

Do you remember facing peer group pressure and not succumbing? And what about the thousands of hours of homework, pressures of assessments and exams, hormonal changes, fitting in and then the big one = the HSC.

Now imagine, just for a second if you are not socially and emotionally ready for all this to come?

All too often, parents see academics as a predictor for school readiness. Early childhood professionals are looking at the child’s maturity, their unique complexity as an individual and how the child participates within the dynamics of the preschool group.

Maybe they need another year in a play-based program, research informs, this is how children learn best.

Try to avoid likening your child starting kindy with your own schooling experience. “Well, I started school at five and I turned out okay”.

Kindergarten has changed significantly. Once upon a time, it was a play-based environment and it is now increasingly academic with some having home work.

The fact is a child needs to be socially, emotionally and physically ready for learning to take place.

It makes no sense, to keep a child in the early childhood environment if they are ready for school. Ultimately it is the parent’s decision to send or not to send. Just remember your early childhood educator is there to help you.

Clarissa Seeto-Regueira is director at The Children’s Preschool.
Opportunities remain for most

There were important Budget changes to the R&D tax incentive, with rates being trimmed but opportunities remain for most businesses in Greater Western Sydney. The changes mostly affect larger companies.

By having records up to date and focussed on the experimental challenges, GWS businesses will still be able to achieve tax savings from their innovation efforts.

The Federal Budget aimed to save $2 billion through the next four years by changes to the R&D Tax Incentive. Companies with an aggregated turnover under $20 million or larger companies whose R&D represents a high (above 13%) proportion of their costs are hardly impacted.

Assuming the measures announced pass through the Senate, the measures are intended to apply for income years commencing on or after 1 July 2018 – e.g. for companies with a 30 June year end, this means changes to the R&D Tax Incentive will first apply for the year ending 30 June 2019.

R&D Tax Incentive:

Small Business – defined as having an aggregated turnover below $20M:

- A $4M cap on the cash refund will apply with any excess carried forward as a non-refundable tax offset. This cap does not apply to R&D tax offsets for clinical trials.
- The R&D tax offset rate will be pegged at 13.5 percentage points above the relevant income tax rate, for pre-revenue start-ups and companies with sufficient tax losses.
- The refundable offset will now be a maximum of 41 cents in the dollar (down from 43.5 percent - but still generous by OECD standards).

Large Business – companies with an aggregated turnover above $20M are in almost all cases adversely impacted.

- The flat 8.5 percent tax saving on R&D expenditure will be replaced with a progressive scale that increases from 4 to 12.5 percent of R&D expenditure, based on R&D intensity (R&D spend divided by total annual expenditure).
- At a 4 percent rate this makes Australia one of the least generous regimes in the world.
- The R&D annual expenditure cap will increase from $100M to $150M.

The Budget papers indicate an intention to make consequential adjustments to feedstock adjustment and grant clawback rates.

Integrity

The Australian Taxation Office will have the power to publicly disclose the details of R&D claimants and AusIndustry will have the power to make public rulings through increased guidance materials. Both bodies will be given increased resources to ensure that claims meet the requirements of the taxation law. This means that GWS businesses claiming the R&D tax incentive must focus on real time capture of activities information to enable them to claim and defend their R&D tax incentives 2018 entitlements.

Grants

In addition to the Cities Deal announced in April as reported in WSBA April 2018, the Budget announced the following:

- $1.9B for Australia’s National Research Infrastructure, over 12 years with a focus on new jobs and tools to develop and commercialise first-to-market products and services.
- $20M to establish the Asian Innovation Strategy, including new funding to encourage regional strategic research opportunities.
- $15M for grants to strategic space projects that will result in jobs, over 3 years. Some of these may be located at the new Western Sydney Airport.

Paul van Bergen is R&D tax incentives leader based in KPMG Parramatta office.

Christine Headwear offers a feminine, comfortable and beautiful range of headwear pieces designed for women suffering hair loss through permanent Alopecia or undergoing chemotherapy treatment.

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MOST business people one day dream of having enough money to buy a tropical island escape, but Australian business guru Ian Gowrie-Smith went one better and bought 21 islands.

The Conflict Islands have become a national travel sensation thanks to the extensive nightly TV ads featuring a castaway stranded on the remote island chain while P&O passengers are happily holidaying on a nearby tropical beach.

A farmer’s son from Griffith (NSW), property guru Mr Gowrie-Smith bought the entire island chain and economic necessity led to a meeting with P&O to discuss using them as a cruise destination.

Described as a “serial entrepreneur and a consistent rich lister” by the media, he bought the island chain 10 years ago as a real estate investment. It is located in the stunning Trobriand Island Group located off the South East tip of Papua New Guinea in the Coral Sea.

Those long term plans included a Caribbean style ultra luxury resort for the super rich. This would allow him to leave the rest of the islands untouched.

But in the meantime he had to pay the bills and, as a devoted conservationist, he also had to put an end to the shark and turtle fishing, basically poaching, in the lagoon. To do this he needed a partner and in a moment of inspiration he realised he needed a cruise ship partner to preserve his paradise, P&O have always been the innovators in developing new destinations in the Pacific and the Conflict Islands seemed perfect.

P&O and Sitmar Cruises (Fairstar) made their name on the stunning tender only destinations like Mystery Island, Dravuni, the Isle of Pines and Champagne Beach. Cruises in 80s averaged 14 days or more.

They added Mave and the Loyalty islands in the 1990s as customers looked for shorter 10 day packages which are now the P&O Australia norm in the cruise industry.

A generation of cruise passengers visited these same destinations year after year but as they grew older they started looking at new horizons for cruises out of Australia. Untouched PNG lay just north of Australia and provided the perfect answer for P&O.

But it wasn’t just a simple case of anchoring offshore and heading for the beach in tenders. The investment included power, a wharf that could withstand a cyclone, watercraft, storage and shelters.

Apart from the occasional visit by a fishing boat, the coral reefs and waterways are much the same as they have been for a million years or so.

The commitment by both parties has paid off big time with the cruise passengers’ expectations fully met by a destination like no other.

I recently cruised to the Trobriands on P&O’s Pacific Aria out of Brisbane. The Conflict Islands were our final destination on the 15 day adventure, but they proved to be a stunning finale. We approached the island group’s main lagoon on a sparkling tropical morning with the blue water given an extra dimension by the shimmering sand underneath. The picturesque group surrounds the central lagoon which features one of the world’s most biodiverse reef systems.

In the distance was Panasesa Island with rarely visited beaches and shaded walkways that would soon be teeming with passengers going about the business of tropical escape.

This was the highlight and climax of our extensive cruise aboard the friendly, modern P&O.
Continued from page 54

Pacific Aria through New Guinea and the Coral Sea out of the Queensland capital.
We had visited Alatoa in Milne Bay, Wewak on the North West coast and volcano ravaged Rabaul on New Britain, but this was not paradise.

They were a glimpse into town life in New Guinea and a poignant reminder of the dark days of World War Two. In Rabaul many passengers went to hauntingly beautiful Military Cemetery at Bita Paka. Many good friends John Kelly from Shoal Bay (NSW), an ex-serviceman himself, was asked to lay a wreath and say a few well chosen words on behalf of the passengers. Such places are made for misty eyed quiet reflection by visitors who don't speak much, but understand what it means to give everything you have for your country.

But we were now looking for untouched places, islands like Mystery Island where you could quite happily spend a year or two escaping the rat race.

Pacific Aria provided the answer, heading south again, cruising through the narrow canyon was so close to the ship that you could almost reach out and touch it.

Then it was on to the Trobriands, a truly untouched world of beautiful tropical beaches, friendly locals and pristine reefs, where the weather averages 25 degrees all year round.

First up was Kirivana, largest of Trobriands and an island covered in fragile rainforest. Until P&O started cruising there a handful of years ago, Kirivana had seen few tourists under its shady trees.

Next up was Kitava with its unique outrigger canoes and children singing and dancing under the massive palm trees which has a serious side to it. A recent discovery could unwittingly provide the answer to the ailing health of the western world, particularly amongst seniors.

You see, the local people who smile all day have been the subject of much debate amongst medical researchers because of their excellent health and traditional diet.

Local foods such as tubers (yams), fresh fruit, coconut and fish make up the backbone of the Kitavan diet. There is practically no diabetes, cardiovascular disease leading to stroke, acne, congestive heart failure, dementia or blood pressure problems among the people of Kitava. Interestingly, they only exercise at a similar rate to people of the western world so this does not play a role.

Experts say the Kitavan diet comprises an abundance of foods that have a low glycomic index rating and that are rich in soluble fiber, magnesium, potassium, and omega-3 fatty acids. All of these characteristics may contribute to the exceptional health benefits associated with the Kitavan diet.

Our final day on the Conflict Islands’ cruise HQ on a coral quay provided the perfect end to a great holiday.

The stunning Conflict Islands lagoon and beaches.

P&O's PNG 2019-2020 PROGRAM
P&O Cruises Australia is offering six dedicated cruises to Papua New Guinea in its latest program.

One of the highlights is a new 11-night round-trip voyage to one of the most remote Conflict Islands.

The exclusive itinerary on board Pacific Aria departs Sydney Harbour mid-November 2019 and calls at the Trobriands. The latest program sees five 10-night New Guinea Island Encounter cruises departing Brisbane with an option for families to take advantage of the two Papua New Guinea cruises taking place during the school holidays. Fares start from $1139 per person quad share departing Brisbane on September 19 2019.

P&O Cruises President Sture Myrmell said the new program offered an exciting selection of unique cruises to Papua New Guinea.

“The Conflict Islands continue to prove extremely popular two years on from our first voyage and we’re pleased to offer this stunning corner of the world up to guests with a new itinerary from Sydney.”

“Each year we aim to provide unique shore experiences at the destinations we visit. From traditional cooking classes in Alatoa, the capital of Papua New Guinea’s Milne Bay Province to discovering the ancient volcano in Rabaul on Papua New Guinea’s north-eastern tip – there is something for everyone to enjoy in Papua New Guinea,” he said.

For more information visit pocruses.com.au, call 13 24 94 or see a licensed travel agent.

OWN THE CONFLICT ISLANDS

Find us

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Avoca Beach Hotel & Resort

Avoca Beach Hotel & Resort is located in Avoca Beach on the NSW Central Coast. Set on 15 acres of natural bushland and native gardens. Just two kilometres from popular Avoca Beach and also the rock pool. Providing accommodation, in both self-contained options and motel style rooms. Our facilities include two pools, tennis court, BBQ areas, a hotel and restaurant all set on 15 acres. Located only 7 mins drive from Terrigal and 11 mins drive to Erina Fair. In a handy location central to all of your favorite places on the beautiful NSW Central Coast.

We have three function rooms to accommodate your next Conference, Weddings any type of celebration or gathering. Catering for 2-250 guests. Therefore providing the perfect relaxing venue for your next event.

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- Treetops Restaurant – Open 7 days for Breakfast
- Avoca Beach Hotel – Open 7 days for Lunch & Dinner for casual Saltwater Bistro dining with bar and gaming facilities
- Lounge & Bar – fully Licensed
- Avoca Beach Hotel – Casual Bistro, Bar and gaming facilities
- Two Swimming Pools – set amidst landscaped gardens
- Tennis Court – hard surface
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RIVERSIDE National Theatre of Parramatta presents The Girl, The Woman

Aanisa Vylet’s The Girl / The Woman from 28th June to 7th July.

Twelve years in the making, wild and funny until it’s not, The Girl / The Woman is an exhilarating two-woman collision of body and mind, desire and tradition, language and visionary theatricality.

The Girl trips over her sexuality and lands on her mother’s traditions. She turns to her best friend and enabler - the Internet.

Her mother, meanwhile, hates to leave the house - a tiring but familiar refuge from an ever-changing outside world. She spends her days listening to Al Jazeera. She left Lebanon for a reason but was this really the new life she imagined for herself?

A comedy with a sting in the tail, The Girl was shortlisted for the Philip Parsons Young Playwrights Award in 2015, and nominated for The West Australian Arts Editor Award in 2016.


An immensely talented writer and performer, Vylet is a regular on both the stage and screen. Her recent acting credits include Martyrs (STC 2016), Bengal Tiger at the Baghdad Zoo (Mad March Theatre Co, 2017), Where the Streets Had a Name (Monkey Baa, 2017), Pulse (ABC, 2017) and Fighting Season (Foxtel, 2017).

For Vylet, “In the creation of this work, I’ve had to face up to myself as a female writer and as a woman from a strict cultural background growing up in Western Sydney - making her own choices.” She adds, “I’ve had to make sure I’m not just repeating the narrative I’ve taken on subconsciously as I’ve grown up. I’m trying to empower women to allow themselves to be seen. We are ultimately agents of our own empowerment.”

As for the form of the work, Vylet explains that this isn’t your average night in the theatre. “This work is a rare experience that is designed to hit the audience in the gut rather than the head. “My theatrical language isn’t naturalism as such and my training and the artists I have collaborated with have helped me listen to and trust my authentic voice.”

DATES & TIMES

Thursday 28 June – 7:30pm.
Friday 29 June – 7:30pm.
Saturday 30 June – 2:15pm and 7pm.
Tuesday 3 July – 7:30pm.
Wednesday 4 July – 10:30am.
Thursday 5 July – 6:30pm.
Friday 6 July – 7:30pm.
Saturday 7 July – 2:15pm and 7:30pm.

Tickets: Adult $49, Concession $44
From the Box Office (02) 8839 3399 or www.riversideparramatta.com.au. Transaction fees: phone $4.60, web $3.60 and counter $2.60. Discounts available for Riverside Theatres’ Members.

Venue: Riverside Theatres – Corner of Church and Market Streets, Parramatta
Duration: 90 minutes
Playwright: Aanisa Vylet
Director: Dino Dimitriadis
Cast: Aanisa Vylet and Nisrine Amine
Set and Costume Designer: Jona-than Hindmarsh
Co-Sound Designers: Ben Pierpoint and Mary Rapp
Lighting: Benjamin Brockman
Creative Futures Assistant to the Director: Moreblessing Maturure

Please note: This production contains adult themes and strong sexual themes.

DANCEWORKS

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Created by Amber Haines and Kyle Pege

Rainbow Vomit is an interactive, eye-popping dance show that will delight the entire family. Watch the performance through a pair of LCD glasses which refracts light into all colors of the spectrum, generating a myriad of rainbows.

TUESDAY 26 JUNE AT 6:30PM

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Improve your online presence right NOW

We are in the digital age which means that if your business does not exist online, then it doesn’t exist.

**ANNIKA SCOTT**

Here are four simple ways you can increase your online presence right now to generate more customers for your business.

**Create your Website**

The most important aspect of a good online presence is having a website. And with so many tools out there, there has never been an easier time to build your own website. But you need your website to really stand out in order to attract customers.

Every business website needs to have:
- A clear message on the homepage;
- An ‘about us’ page;
- A contact page; and
- At least one opt-in form for lead generation.

If your website does not have all of these things at a bare minimum then please stop what you are doing and fix it. Your website should also be search engine optimised.

Most website building platforms offer built in basic SEO tools that will help get you started on your SEO journey. You can start using them to target keywords and ensure your content meets the guidelines set by search engines.

**Write a Blog and Post it to your Website**

A great place to start with SEO is to write a blog post that targets specific keywords. But SEO doesn’t just happen through keyword targeting. Search engines love valuable content so use your blog as a way to provide your customers with value.

Creating content regularly for your blog also helps to personalise your brand and makes you more familiar with your customers. It gives your business a voice and positions you as an influential thought leader in your niche.

You can use your blog to tell your brand’s story, showcase products or services that you offer, or industry news that is relevant to your customers.

**List Your Business in Online Directories**

There are so many online directories out there that it can be hard to keep up. However, listing your business on at least some of them will help improve your online presence.

The directories you use will differ based on your business, but some of the most popular ones include Yelp, TrueLocal and the online Yellow Pages.

These are a great start, but it is also a good idea to see what directories your competitors are on because that will indicate where you might find your target customer.

Annika Scott is an expert copywriter at Digital Presence. Visit www.digitalpresence.com.au
Many Australian school students feel they don’t belong in school: new research

SUE THOMSON

A report released today by the Australian Council for Educational Research (ACER), the managers of the Program for International Student Assessment (PISA) in Australia, explores Australian students’ sense of belonging. This has been shown to play a big part in academic success at school.

Australian students, on average, reported a poorer sense of belonging at school compared to students across the OECD. A lower proportion of Australian students than the OECD average said they “feel like they belong at school”.

Why does this matter?

For some students, a sense of belonging is indicative of educational success and long-term health and wellbeing. It has also been found to promote positive attitudes towards students learning.

What’s more, students who feel part of, and accepted by, their school community are not only more likely to participate in school activities, both academic and non-academic, but will be actively engaged in these activities.

What were students asked?

PISA 2015 asked students to rate their reaction to these six statements on how they feel about school:

- I feel like an outsider (or left out of things) at school
- I make friends easily at school
- I feel like I belong at school
- I feel awkward and out of place in my school
- Other students seem to like me
- I feel lonely at school.

Student responses (strongly agree, agree, disagree and strongly disagree) were combined to construct the sense of belonging index. This allowed us to compare Australian students with their OECD counterparts and with their peers in different states and territories, socioeconomic groups, and between genders.

How does Australia compare?

Across the full spectrum of PISA participants, students in Spain had the highest levels of sense of belonging. This was followed by students in Austria and Albania. Students in Turkey had the lowest sense of belonging, followed by students in Macao (China) and the Dominican Republic.

Ten countries were selected for further comparison with Australia. These included seven high-performing countries – Canada, Estonia, Finland, Hong Kong (China), Japan, Macao (China) and Singapore - who performed significantly higher in scientific, reading and mathematical literacy than Australia, and three culturally similar English-speaking OECD countries – New Zealand, the UK and the US.

Students in the high-performing countries did not necessarily report a greater sense of belonging than Australian students. Macao

Continued on page 59

Key findings on students’ sense of belonging in PISA

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(China), Hong Kong (China), Singapore, Canada, Estonia and Japan came in below, and Finland above, the OECD average. Students in the other English-speaking countries also reported a sense of belonging below the OECD average.

Australia performed close to the OECD average on most questions except “other students seem to like me” (88% compared with the OECD average of 82%) and “I feel like an outsider (or left out of things) at school” (77% against the OECD average of 83%).

Fewer Australian students disagreed with the remaining negative statements than the average. This indicates more Australian students feel awkward, out of place, and lonely in school than their OECD peers.

Sense of belonging in different demographic groups

We also examined sense of belonging among a number of different groups within Australia.

Male students in Australia reported a greater sense of belonging than female students. For males, the sense of belonging was similar to the average across OECD countries. But for female students, it was substantially lower.

Boys were more likely to respond positively to all of the statements. The most substantial of these were seen on the negative statements. Some 7% more female than male students reported feeling like an outsider at school, and 7% more female than male students said they felt lonely at school.

Indigenous students reported a much lower sense of belonging than their non-Indigenous peers. The largest difference was on the statement “I feel like I belong in school”, which 8% fewer Indigenous students agreed with.

Students in metropolitan schools responded more positively on all of the statements than students in either provincial or remote schools. In particular, a much lower proportion of students in provincial and remote schools felt they belonged in school (11% difference between students in metropolitan schools and those in remote schools). There were stark differences in the results for different levels of socioeconomic background. In PISA, the socioeconomic index for students is broken into quarters and compared.

Students in the highest quarter of socioeconomic background scored at the OECD average on sense of belonging. These students’ experience of schooling is very different from that of students in the lowest quarter of socioeconomic background.

Trends over time

Sense of belonging at school in Australia has declined overall between PISA 2003 and PISA 2015. It has declined across all demographic groups.

The largest decline was on the statement “I feel like I belong at school”, with which 88% of students agreed in 2003 but just 72% agreed in 2015. The difference in the proportion who said they felt like an outsider declined by 15%, while the proportion who said they felt awkward or out of place declined by 13%.

This article was first published at www.theconversation.com.au. Sue Thomson is Deputy CEO (Research), Australian Council for Educational Research.
How GDPR will affect Australian businesses

KATHERINE HAWES

On May 25, 2018, the European Union General Data Protection Regulation (the GDPR) will implement new data privacy protection clauses that will affect all kinds of businesses. Australian businesses need to be well protected and well informed of the new system since it will affect mostly every single business owner in the world.

With that in mind, it is first important to determine what data privacy is and why it is important?

To start, it has always been a known business practice that businesses share information with each other. Whether we admit it or not, there is nothing in this world that makes more sense than knowing who your clients are and their consumption behavior.

However, recent developments in law and legislation have made sure that data sharing is no longer possible among business owners. For the longest time, the Australian Privacy Act 1988 has protected business and client information from being private knowledge to being public information.

At the onset, the two laws share about three main characteristics:

First, both aim to implement privacy by design to ensure compliance. This means that there is an expectation that data privacy will be the primary focuses of any business especially those who are dealing with banking.

Second, the laws require that businesses should be able to display conformity with privacy philosophy and obligations.

This means that there must be a specific key indicator of how businesses comply with data privacy. These key indicators are easier listed than followed, however.

Finally, businesses should adopt processes that are transparent in handling information. How does a business handle client information? Is the system encrypted? Does the government know how such data is collected and stored? The answers to those questions are necessary in order for the regulators to have a clearer picture of how data privacy is managed.

With that, what is personal data and why is it important to protect it?

According to the GDPR definition, personal data refers to ‘any information relating to an identified or identifiable natural person’. This is found in Article four of the legislation.

On the other hand, Australian privacy law defines personal information as ‘information or an opinion about an identified individual, or an individual who is reasonably identifiable’.

With only the Australian privacy act, it is easy to comply with the protection requirements. However, the GDPR sets out a lot of rules to follow that would affect Australian businesses.

As to accountability: The GDPR provides for a stronger framework in ensuring that businesses are accountable. Not only should businesses be able to prove that they have actually tried to comply with the requirements but they must also show that the businesses will be able to integrally protect whatever data they get from the market.

What this means for an Australian business: The business must be able to show compliance and be transparent in the way that they handle data. While it may seem easy, it is a bureaucratic nightmare especially if budget is concerned.

As to consent: The GDPR requires that consent must be given in all fours with the following characteristics:

- It must be freely given;
- It must be specific;
- The person giving the information must be fully informed of the consequences; and
- There must be an unambiguous indication of the data subject’s wishes by which he or she, by a statement or by a clear affirmative action, signs agreement to the processing.

This is according to Article 4 of the GDPR.

What this means for an Australian business: The business, before trying to acquire data, should fully and completely require its clients to disclose information and allow processing of information.

As to breach of data: The GDPR provides for a mandatory data breach notification which means that whenever a problem arises out of the data processing such as, but not limited to, data hacking or sharing that was not given proper consent, the client involved must be informed.

What this means for an Australian business: This means that liability is tighter and transparency has never been any better. With the passage of the law, everyone is required to make sure that the information shared will not be hacked and if it is hacked, they must inform the clients as soon as possible.

Conclusion

While the new law passed affects Australian businesses in some more requirements, it provides better protection and an enhanced hand in ensuring that data will not be breached and that Australian citizens can trust businesses in handling their information.

Katherine Hawes is principal at www.digitalagelawyers.com

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WHAT THEY SAID...

“As a company, we are committed to future growth and our new network of distribution centres across the country will be critical to achieving that outcome.” – Mark Hooper, CEO, Sigma Healthcare, on its $110M state-of-the-art distribution centre at Kemps Creek.

“The fact is Camden is changing – and the success and viability of our little street will be determined by how we evolve.” – Andrew Valcukas, who has started the Argyle Business Collective, a group of Argyle Street business owners, to bring more visitors to Camden’s main street.

“If we improve the night time economy and make it a more vibrant place, businesses will invest and people outside of the area will come here.” – George Brticevic, Mayor of Campbelltown, on the appointment of Deloitte to look at how to boost the CBD night time economy.

“Since it started we are down we are down business about 70 percent; it’s a lot, we are just hanging on.” – Maiwand Gul, manager, Shoe Warehouse, commenting on the disruption caused by the upgrade to Penrith’s High Street to improve the night time economy.

“Both the challenge and the opportunity for Campbelltown is to ensure we’re building a city that’s attractive and liveable but also easily accessible.” – Lindy Dietz, CEO, Campbelltown Council, commenting on capitalising on Western Sydney Airport.

“Parramatta and Liverpool have one, so why not?” – George Brticevic, Mayor of Campbelltown, expressing his desire to have a high-rise university campus in the CBD.

“They are a company with a great corporate reputation internationally and we are delighted to be an integral part of their Australian journey.” – Wendy Waller, Mayor of Liverpool, on Amazon choosing to locate a distribution centre at Moorebank.

“This is a massive vote of confidence in Sydney’s south west and it is clear that many business are starting to become interested in setting up shop there.” – David Borger, Western Sydney director, Sydney Business Chamber, on Amazon’s decision to establish a 43,000-square-metre distribution centre at Moorebank.

“Ensuring that all your social media profiles have the correct business details such as location, phone number and web address will not only help customers find your business, but it will also help improve your search engine rankings. But putting in your contact details is just a start.” – Annika Scott is an expert copywriter at Digital Presence.

“Sydney Zoo will generate a massive $45 million per annum contribution to the NSW economy and attract up to one million visitors each year. This exciting tourism and educational hub will create 160 full-time jobs during construction, and 120 full-time jobs during operation.” – NSW Minister for Western Sydney, Stuart Ayres.

“Western Sydney is home to some of Australia’s biggest and best major sporting events and some of the city’s most passionate fans, so Spotless Stadium is the perfect home for the Sydney 7s.” – NSW Minister for Sport and Western Sydney, Stuart Ayres.

“It’s time to make the system simpler and fairer, that is why we will cut ten of the most common parking fines when issued by the NSW Government by 25 per cent and undertake a review into others.”- NSW Treasurer and Minister for Industrial Relations Dominic Perrottet.

“There are over 21,000 registered businesses in our city. We are home to 360,000 people. Forecasts are that our population will exceed 500,000 by the year 2036, making up a quarter of the entire population that is Western Sydney. It cannot be underestimated how heavily our economy relies on small businesses. There is no doubt that small businesses and their owners are the glue that holds our community together.” – Blacktown Mayor Stephen Bali on the growth of his city.
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