

# 2021 BUSINESS EXCELLENCE AWARDS

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BUSINESS FINALISTS



HOBSONS  
BAY CITY  
COUNCIL



# EXCELLENCE IN CUSTOMER EXPERIENCE

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AWARD CATEGORY

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This award recognises businesses that provide outstanding customer service and demonstrate commitment to achieving excellence throughout the entire customer journey.



## INVER ENGINEERING

Inver Engineering has over 30 years' experience in providing significant maintenance and component overhaul and repair services to the Australian rail, ports, and steel industries.

Employing 90 permanent staff, their exceptional customer experience incorporates highly quality work, value for money and industry leading turn-around times for jobs.



## CAT NAPPING SUBURBAN RETREAT

Opening its doors in 2016, Cat Napping Suburban Retreat is a unique indoor boarding cattery located in Spotswood. Cat Napping understands the importance of customers knowing their cat is happy and safe and uses a wide range of communication platforms to put customers' minds at ease.

The cattery offers a variety of 'retreats' at varying price points and offer extra services without the extra charges.



## PELVIC HEALTH MELBOURNE

Pelvic Health Melbourne is a physiotherapy clinic specialising in pelvic health issues such as continence, gynecological, bowel, pelvic and sexual pain.

The clinic understands the anxieties and emotions that many of their patients hold and work hard to create a warm and caring environment. They take pride in providing education, home visits and ongoing support and motivation to their clients.



## LC ELECTRICAL SERVICES

Established in 2015, LC Electrical Services is a family owned and operated business providing residential and commercial electrical services including air conditioning installation and maintenance.

Their streamlined processes enable them to deliver premium service to their customers 24-hours/day.

# CREATING SOCIAL CHANGE

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AWARD CATEGORY

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This award recognises businesses who seek to introduce initiatives that create positive change, opportunities and social outcomes, particularly to the benefit of those who experience hardship, vulnerability or disadvantage.



## LAVERTON COMMUNITY INTEGRATED SERVICES

Laverton Community Integrated Services provides co-located services reflecting social, educational and community needs through high quality, responsive service delivery including crisis intervention, emergency relief, and early childhood education care, among others.

They have continued most of their programs regardless of lockdowns allowing the community to access food, education, childcare, and support in a dignified way.



## WAMARRA

Wamarra is a highly respected majority-owned Aboriginal civil construction company based in Spotswood, building quality projects while strengthening Aboriginal and Torres Strait Islander participation, engagement, and employment outcomes. Wamarra commenced in 2020 after observing the impact of temporary employment and the lack of opportunities for Aboriginal and Torres Strait Islander workers in the construction industry. They are committed to providing individualised training and development to support the team's career aspirations.



## SELF DEFENCE HUB

Self Defence Hub focuses on creating a safe space to learn self defence for women and children of all ages.

The business helps women to go from being victims of crime to survivors and help younger students from being timid and unfocused to being confident and committed. They facilitate inclusivity and connection by offering discounted rates to disadvantaged backgrounds and 'all gender' sessions targeted at individuals who identify as non-binary.



## COMMUNITY BANK

Community Bank Laverton and Altona have spent the past two decades helping locals achieve their financial goals and operate under a 'profit-with-purpose' model.

Through their Community Partnership Program they have put \$5.3 million back into the community, providing financial support to local clubs such as sport and recreation, health and education, the arts, culture and infrastructure.

# EXCELLENCE IN SUSTAINABILITY

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AWARD CATEGORY

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This award recognises businesses that have excelled in, and demonstrated leadership and commitment to, implementing innovative or exemplary environmental sustainability practices within their business.



## POSITIVE FEEDS BY FOOTPRINT GROUP EVENTS

Positive Feeds is a sustainable curated gifting service with a store in Newport and e-commerce site. They ensure each component of their packaging of gifts and products is either recyclable, reusable, or compostable, even down to their seeded thank you cards which can be planted to grow chamomile.

They pride themselves on their waste management systems and serve as a community collection point for items such as milk bottle tops and bread tags.



## THE RUMOURS ARE TRUE

The Rumours are True is a boutique hairdressing salon. The salon is committed to ensuring that they provide sustainable and clean alternatives for clients wherever possible. Salon waste is recycled and reused through Sustainable Salons, dramatically reducing their contribution to landfill.

Their hair is collected to provide wigs for charities or to create hairbooms that soak up oil spills in water. Consideration is taken to reduce, reuse or recycle every item in their salon.



## ECO LAUNDRY ROOM

Eco Laundry room was created 8 years ago with the goal of allowing the local community to access extra-large washers and dryers in a clean and welcoming environment that would leave a positive footprint on our planet.

Partnering with a global manufacturer they developed an exclusive technology that reduces water, power and gas consumption creating the Tesla Professional range of commercial washers and dryers.



## DOGUE WILLIAMSTOWN

Dogue Williamstown offers unique and functional dog products, professional dog grooming and day care services. Sustainability is a key focus of Dogue's day-to-day operations. They have created a paperless environment and cleaning methods designed to reduce waste.

A \$2 Green Fee offered to each grooming customer is invested in the Sustainable Salons program which empowers DOGUE to recycle dog hair, plastic, aluminium and paper waste.

# PIVOTING DURING COVID-19

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AWARD CATEGORY

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This award recognises businesses that adapted their business model quickly and/or creatively to the significant disruptions and impacts of COVID-19, enabling their business to continue to flourish during the pandemic.





## PIER ST IGA

Hitesh Palta bought the Pier Street IGA franchise in January 2020 and has taken the store to the next level with his fresh and innovative ideas catering to the local community.

The store has undergone a series of renovations designed to better suit the post-COVID needs of customers and offers an even wider range of products including toys, plants, hardware, general merchandise to give customers access to products that may not be accessible from other stores due to restrictions.



## BIRDCAGE ALTONA CAFE

In response to COVID-19 the café has changed their takeaway offering by introducing many local products from around Victoria. They are now hosting products from over 20 local small businesses helping them to survive the pandemic while bringing a unique offering to the community.

The team also created an online service which allowed over 150 local families to order fresh produce and ready-made or prepare-at-home meals. The addition of this online grocery store allowed the business to stay alive and kept all staff employed.

# NEW START UP BUSINESS

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AWARD CATEGORY

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This award is open to any Hobsons Bay business that is operating two years or less and, in that time, have advanced as a solid and sustainable business.



## POSITIVE FEEDS BY FOOTPRINT GROUP EVENTS

Positive Feeds is a sustainable curated gifting service with a store in Newport and e-commerce. It was created with four principles in mind – Unique, Sustainable, Local & Give Back.

With almost 50 inner west suppliers within their range, the store offers an exceptional and diverse range of world class food and beverage products, along with other local artisan makers showcased in one location.



## TREEHAB TINY HOUSES PTY LTD

Treehab started their business in 2019 and focuses on providing tailored housing solutions for tourism and alternative living. Tiny houses had been gaining popularity overseas but were new in Australia leaving a gap in the market which the team at Treehab were all too happy to fill.

The business offers great opportunities for specialised local tradespeople and businesses and aim to continue to grow their business and expand production while keeping sustainability front of mind.



## MAMA MOVEMENT

Mama Movement started in July 2020 and has a mission to start a body positivity movement with their colourful high performance activewear and swimwear. Not only is the activewear highly functional and comfortable, but they are made from recycled plastic bottles or organic cotton.

The bright and colourful activewear bring sparks of joy through the concept of dopamine-dressing giving a much-needed boost to many mums this past year.



## GRAZELAND

Grazeland opened in March 2021 and offers a brand-new dining experience reminiscent of a permanent street party or laneway festival with multiple seating options, Instagram-worthy photo opportunities and delicious dining choices within an affordable and family-friendly environment.



**HOBSONS  
BAY CITY  
COUNCIL**



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**HOBSONS BAY  
LANGUAGE LINE**

**9932 1212**

**INTERPRETER SERVICE FOR ALL LANGUAGES**

**Your Council in your language**

Recorded Council information in:

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English	العربية	Ελληνικά
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粵語	Македонски	普通话

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