



MARIBYRNONG & HOBSONS BAY

# STARWEEKLY

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Domain

A Star Weekly  
Special feature

celebrating business excellence

## 2019 HOBSONS BAY

# BUSINESS EXCELLENCE AWARDS



# Perfect symmetry

Symmetry Physiotherapy Altona Meadows  
**Business of the year**

HOBSONS  
BAY CITY  
COUNCIL





## Congratulations on a great year

### A message from the Mayor

It gives me great pleasure to present the winners of this year's Hobsons Bay Business Excellence Awards. These awards celebrate the achievements, innovation and leading work practices of the businesses, large and small, which call Hobsons Bay home.

There are approximately 7,500 businesses currently operating in Hobsons Bay, employing more than 36,000 people. Thanks to all who entered the awards - our largest number of entries to date! It is clear that many punch well above their weight for innovation, local connections and contributions to the broader economy.

These great businesses have great stories to tell. The judges have heard tales of ingenuity and triumph from businesses of all sizes - from start-ups as well as established businesses such as Mobil -now a part of the local community for 70 years. It has also been inspiring to see the range of initiatives undertaken by businesses highlighted through the Excellence in Sustainability Award.

To all entrants, I thank you for sharing your experiences, ideas, plans, and leadership. An economy that enables business to thrive is critical to a healthy community and together you continue to make Hobsons Bay a great place to live, work, visit and invest.

I would like to acknowledge our media partner, the Maribyrnong and Hobsons Bay Star Weekly and to thank our other sponsors

Bank of Melbourne, Business Victoria, CPB John Holland, Cherry Energy, Deakin University, Dow Chemical, Megalines Insurance & Risk Advisers, Qenos, Signcraft, Snap Williamstown, Telstra Technology Centre Melbourne North West and WynBayLLEN.

To the category winners, I congratulate you all on your achievements. Well done!

**Councillor Jonathon Marsden**  
Mayor of Hobsons Bay

### SPECIAL THANKS to our judges:

**Mark Corrie**, CEO, Western BACE

**Raymond Deegan**, Business Development Consultant, Local Government and Platinum, Victorian Chamber of Commerce

**Amy Gardner**, Communications Coordinator, Western Melbourne Tourism

**Richard Horgan**, Principal Regional Advisor, Department of Education and Training

**Rosemary Jacob**, Member Engagement and Development Manager, Australian Retailers Association

**Davina Macdonell**, Marketing and Communications Officer, Moreland City Council

**Justin Malkiewicz**, Manager - Research & Economics, Victorian Planning Authority

**Barbara McLure**, Publisher, e~West

**Shruthi Naik**, Business Engagement, Victorian Government Business Office, Department of Jobs, Precincts and Regions

**Rodney Pugh**, Project Lead Sustainable Business, Sustainability Victoria

**Elizabeth Simonetti**, Manager, nbn Local, NBN Co

**Stuart Toplis**, Manager Industry Sustainability, Department of Jobs, Precincts and Regions (Tourism Branch)

### MEDIA PARTNER



## Business of the Year

### Symmetry Physiotherapy Altona Meadows

Since July 2015, when Tyron Saunders took ownership of a former physiotherapy business and renamed it Symmetry Physiotherapy Altona Meadows, he and his crew have put in the hard yards to improve the physical layout – increasing capacity by more than 60 per cent - as well as enhancing the culture of the clinic.

Symmetry Physiotherapy in Altona Meadows is now a leading multi-disciplinary health and wellbeing clinic servicing the local community and beyond.

"We offer a comprehensive range of physiotherapy services,"

Tyron says, "as well as rehabilitation services tailored to meet community needs.

"We also facilitate cross-referrals to our team of allied health professionals, making ours a truly holistic clinic.

Tyron's vision is to set the standard in healthcare, not just provide a "standard" service.

"Every interaction we have with clients is based on this philosophy, and our team takes great pride in ensuring each client gets the benefits of this approach."

### AWARD SPONSORS



# WINNER AWARDS



## Fieldtech Solutions Environmentally Responsible Products

- Groundwater Sampling
- Soil Sampling
- Remediation
- Well Installation
- Landfill Monitoring

landfill-biodegradable composite plastic waste build-

recycled plastic for sustaina

Entrepreneur's  
Sustainability  
Awards 2014

Fieldtech  
Solutions  
the 2014  
winner for



## Excellence in Sustainability Award Fieldtech Solutions

Fieldtech Solutions was formed by eco-conscious people concerned by the increasing use of disposable products. Their vision has led to the creation and manufacturing of a range of products made from 'landfill-biodegradable' plastic. Based in Brooklyn, this company have dedicated themselves to designing and manufacturing products that will have a measurable impact in assuring a sustainable future. In further working to better the environment, one of the owners heads up Beach Patrol, the not for profit organisation which actively works to reduce the negative impact of litter on marine life environment and food chain across 30 beaches on the Port Phillip Bay coastline.

Tyron is looking towards adding other complementary services to the clinic as they continue to grow, innovate and improve.

"We also hope to create and deepen relationships with a variety of health and fitness centres in our region.

Entering the business awards was an opportunity, he says, to reflect on what they've achieved in four years and how the clinic might improve even further. "A win would be a great reward and recognition of our amazing staff."

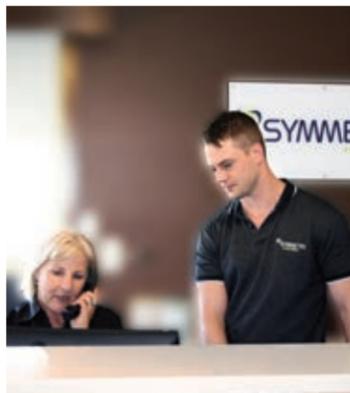




## Creative Industry

### Industrial Art Sign Co Pty Ltd

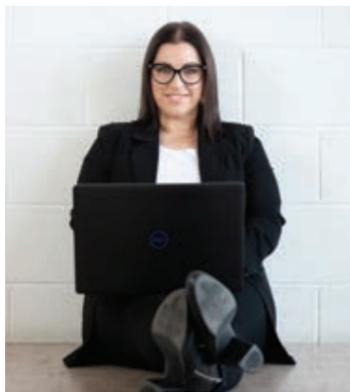
Launched 23 years ago by owner-operator Tony Mead, a professional signwriter with 40 years' experience, Industrial Art Sign Co is constantly moving with the times, and always with a focus on creativity. Tony has an exceptional ability to visualise the end result of any sign project. He discusses with the client the different elements involved, making real-time adjustments based on feedback. He counts as his "best project" to date the The Hive signage for Victoria University, which gave him creative licence to come up with original individual signage concepts at the various campuses. In the future, Tony sees the sign industry becoming more three-dimensional and sculptural with 3D printing, technology he is keen to use himself.



## Business and Professional Services

### Symmetry Physiotherapy Altona Meadows

Tyron Saunders, director of Symmetry Physiotherapy, says the business has worked very hard since 2015 to deliver a high-quality service to the community. A leading multi-disciplinary health and wellbeing clinic, Symmetry offers physiotherapy and rehabilitation services, and facilitates cross-referrals to its team of allied health professionals – thus taking a holistic approach. Tyron says Symmetry aims to not just provide a health service but to actually set the standard in health care, adding that every client interaction is approached with that in mind. As the business grows, Tyron says other complementary services will be added, and he's also looking to create and deepen relationships with a variety of health and fitness centres in the region.



## Home Based

### The Social Secret

Owner-director Maree Sortino began The Social Secret in 2017 to provide high-level, one-on-one social media services to small-business owners. She recently branched out into training sessions that include Social Media Group workshops on topics such as influencer marketing and how to use video effectively for social media; and Social Media Management for parents, kids and teachers, with the aim of keeping kids safe on social media. Maree says she's proud of being able to create a profitable business, and has found helping small business owners very rewarding. And she's just chuffed about seeing often naïve kids (and parents) implement changes after attending one of her sessions. Maree hopes to take sessions to schools across Victoria.

## Hospitality (Joint Winners)



### Captains Retreat B&B, Apartments and Cottages

Captains Retreat, B&B, Apartments & Cottages in Williamstown has been owned and managed by Melissa Meek Jacobs for 12 years. Last year, more than 3500 room nights were provided to visitors, one of the many reasons the business is deservedly showered with accolades.



### Birdcage Altona Café

Owner Adrian Davey is proud to provide Altona and beyond a unique food and coffee experience. The café's core business since it opened at Harrington Square three years ago is outstanding customer service and delivering an exceptionally high-quality, locally sourced product.



## Logistics

### Freight Assist Australia Pty Ltd

When Freight Assist Australia Pty Ltd launched in 2012, managing director Dean Wrigley says they rented a corner of a warehouse shared with a business colleague who wanted to help give the company a start. It began with just five employees and has grown to such an extent that Freight Assist's depot in Sydney had to move into a much larger facility. The company offers interstate transport of bulk and dangerous goods Australia-wide. The family-owned business takes pride in providing old-fashioned service and Dean says everyone has worked incredibly hard to get where they are today. He's also chuffed with a new IT system they have under development that will improve efficiencies, including scanning of freight, pallet control and instant proof of deliveries.



## Manufacturing and Industrial (small)

### Fieldtech Solutions

Launched in 2012, Fieldtech Solutions (trading as BioGone) is producing more sustainable and responsible products for use in industry to prevent land contamination. Co-owner Dr Ross Headifen says they started replacing single-use plastic products with landfill-biodegradable versions, and for longer-life items, recycled plastic resin. BioGone now produces landfill-biodegradable tubing, filters, groundwater sampling devices, gloves and some pump components. Rubbish bags, packing materials, dry cleaning bags and food packs are produced for general consumers, and, after years of research, BioGone is the only company in the world producing biodegradable packing tape.



## Manufacturing and Industrial

### (Medium – Large)

### Mobil Altona Refinery

Mobil Altona Refinery has been fuelling Victoria at Altona since 1949. The modern day Mobil provides high-skilled employment, innovative career training and staff development programs, and a commitment to education that extends to local schools and community through its Bright Future STEM program. The judges noted the focus on innovation, leadership, sustainability and community. In value terms, Mobil Altona Refinery continues to thrive, contributing approximately \$270 million to the Victorian economy every year.



## New/Start Up (up to 2 years old)

### Sebastian

Opened in late 2018, Sebastian is a stunning addition to Melbourne's west dining scene. Owned by Alex Brawn and Dave Parker, Sebastian is inspired by the Basque cuisine of northern Spain's San Sebastian and is in a sublime locale within a literal step of the sand and sea. Sebastian has transformed the former Shelly's Beach Pavilion premises into a gorgeous restaurant, with food and ambience getting very positive reviews from well-regarded sources. General manager Alex counts as one of the business's proudest achievements so far the development of their mostly young, local staff, two of whom are moving from kitchen hands to chef apprenticeships.



## Not for Profit

### Williamstown Community and Education Centre Inc

Established 45 years ago as a mums craft and discussion group, not-for-profit Williamstown Community and Education Centre is now a community centre, a registered training organisation and a childcare provider with 20 staff, 22 volunteers, 200 students and 100 children who participate in programs that range from counselling and meditation to music programs and yoga – among others. Chief executive Dr Mark Brophy is proud the centre exceeded a state-wide satisfaction survey for students, and is equally chuffed with the innovative English language program for children, and refugees who may be ineligible for government assistance.



## Retail

### Habitat Pet Supplies

Initially launched in 2012 by Dean and Rachelle Pantalleresco and in Altona in 2017, Habitat welcomes customers – with pets in tow – to check out a large range of products and accessories. Dean says whether it's trimmings for fish tank or reptile enclosure, a perch for birds, a hutch for rabbit or guinea pig, or feeding bowls, leads, bells and whistles, Habitat has the lot. "We also have two DIY dog washes – or dogs can be brought in for a pamper at our grooming salon," Dean says. "We have an amazing team of animal lovers and we're looking forward to introducing more unique products." Plastic bags have been eliminated and other green measures will be introduced.



## Tourism

### Gourmet Pawprints

Gourmet Pawprints® was launched in August 2013 by owner Kerry Watt to offer fur-parents and their pooches Doggy Winery Tours®. The business has grown to include a range of dog-friendly experiences throughout Victoria. Each tour is designed to bring effortless adventures with your dog. Gourmet Pawprints was a Victorian Tourism finalist in 2017 and 2018 and has been awarded Trip Advisor Certificates of Excellence in 2016, 2018 and 2019.



## Trades and Construction

### Southern States Group

Privately owned and operated by the Partington and Taylor families since 1993, Southern States Group became an Anteo dealer in 1999, a national dealer of Thermo King Rail Australia in 2011, and appointed a national dealer of Whiting Doors in 2017, as well as carried out work for Metro, Yarra and Sydney trains. The company has received global recognition. Managing director Wayne Taylor says the company provides world's best equipment, tech solutions and heating, venting and air-conditioning (HVAC) services to Australian transport in rail refrigeration, air cargo and trams, roller shutter doors and tail lift industries. An onsite TAFE for apprentices is under proposal.